



**PRWT Services, Inc.** (PRWT) combines the best of people, technology and services to offer customers a full-range of solutions and service capabilities that result in higher quality, better compliance, improved operational efficiencies, and guaranteed year over year cost savings. PRWT's technical subject matter experts work closely with the clients to augment their technical staff, develop work plans and procedures and utilize

technology to support clients' operations. Technologies include proprietary applications, high speed production and transaction equipment, web application hosting, telecomm equipment and T1-T3 circuit management, high volume printing production and database management.

## PRWT—Technical Service Offerings

**Technical Services** – Services include telecomm equipment selection, installation, management, programming, and support; workflow analysis/documentation and improvement; business process improvement; hosted web-based database applications and related services; automated data capture; automated transaction processing; data conversion; automated print and fulfillment services, system upgrades, and configuration as well as desktop and server support; help desk; and SharePoint development.

**Digital Print, Managed Print and Customer Correspondence, Fulfillment and Outbound Mailing** — PRWT provides internal and external managed print, distributed printers, copiers, and reprographic operations that allows our customers to staff and operate central or decentralized reprographic centers, as well as variable cost in-house service centers. Fulfillment center utilizes proprietary applications to control workflows, accurately control production, report, bill and track quality.

**Document Process Outsourcing and Production Scanning** — PRWT captures electronic and paper content in all forms, including images, faxes, emails, and even postal mailings. These can be converted directly into a document management repository.

**Remittance Technology** - PRWT has provided project management, outsourcing of and programming for customized remittance applications and technologies, BancTec, and OPEXs in various locations.

**Software Development** – PRWT provides project management and software development services related to workflow control and data management.

**Technical Support Management** – Services include de-installation, re-installation, system upgrades, and configuration as well as desktop and server support, help desk, and technology asset management. In 2004, PRWT performed these services for over 1000 users for the New York Metropolitan Transit Authority.

**Technical Training and Documentation** – For all software applications, PRWT develops training curricula and end-user materials and in some cases, the technical team conducts the training to support new releases of client or PRWT applications. Past clients have included ACS, UNCF, Tier Technologies, American Express, IBM, Verizon, and the Philadelphia Workforce Development Corporation ("PWDC").

## Technical Customers Include...

- ◆ ACS – A Xerox Company
- ◆ City of Philadelphia
- ◆ American Express
- ◆ New York MTA
- ◆ 18 Southern California Utilities including
  - ◇ Sprint Nextel
  - ◇ Pacific Gas & Electric Company
  - ◇ Verizon Wireless

## PRWT—BPS Service Offerings & 2010 Statistics

| Service Offering                | Volumes 2010   |
|---------------------------------|--|
| Mail Operations                 | Inbound Mail Opened<br>4,779,604<br><br>Outbound Mail Send<br>605,064<br><br>Tags Distributed<br>1,436,663 |
| Call Center                     | Inbound Calls<br>2,241,507   |
| Lockbox/ Payment Processing     | Processed & Deposited<br>\$281,630,438   |
| Scanning/ Imaging/ Data Capture | Data Entry<br>2,718,678<br><br>Images Scanned<br>1,762,454<br><br>Certifications<br>1,897                  |
| Image Review                    | Images Reviewed<br>25,812,251  |
| Walk-In Centers                 | Customers Served<br>364,832  |
| Manual Toll Operations          | Tolls Collected<br>\$31,000,000  |
| Maintenance and Warehousing     | 2 Warehouses<br>43,000 Sq/Ft &<br>10,000 Sq/Ft   |
| Web Hosting Services            | Suppliers Registered<br>>6,000 Online  |
| Print/ Reprographic Services    | 18,000,000<br>Impressions Produced<br>17,505 Sq/Ft   |

## Proprietary Applications Include...

- ◆ Fulfillment Management System (FMS)
- ◆ SharePoint Web Applications
- ◆ Intraport
- ◆ SDB Network Management System

## BPS Services Customers Include...

- ◆ ACS - A Xerox Company
- ◆ Cities of Philadelphia, Los Angeles and San Francisco
- ◆ Independence Blue Cross
- ◆ APS
- ◆ NY & NJ E-ZPass
- ◆ Delaware River Port Authority
- ◆ Merck / Jones Lang LaSalle