

Convergys Overview – Video or Flash

<u>Script</u>	<u>Graphic/Diagrams</u>
<p>Convergys is a world leader in providing business services to a variety of organizations around the globe and has become widely recognized for its superior service, technological innovations and expertise. Top companies from around the world trust Convergys to manage important business processes.</p> <p>Convergys has become well known for the excellent results delivered to clients in three primary lines of business:</p> <ul style="list-style-type: none"> - Business Support Systems - Employee Care - Customer Care <p>The company has received recognition from <i>Forbes</i>, <i>Fortune</i>, <i>Business Week</i> and has been named to the prestigious S&P 500. Convergys' experience and proprietary approach help clients achieve high impact results in improving the efficiency of transaction intensive processes. These improvements often resulting in cost savings measured in tens of millions of dollars.</p> <p>In the business support systems industry, Convergys builds and operates billing and transaction management software and systems for communications providers. The world's leading wireless, wireline, cable/broadband and satellite companies depend on Convergys experience and technology to deploy, manage and bill their services. Our software performs functions very visible to our clients' customers such as service activation & billing. Often times our software also handles complex technical functions necessary to manage the transaction details behind the scenes.</p> <p>Convergys delivers industry-leading software products, consulting services, and data processing services as licensed or outsourced solutions. Our information management products and services provide compelling value that enables our clients to build a sustainable competitive advantage And enables us to address many of the top global communications carriers as our clients.</p> <p>The services provided in Convergys' Employee Care business are increasingly sought after by top executives who recognize many human resource functions can be best performed by an expert like Convergys.</p>	<p>Logo</p> <p>People in action</p> <p>Client logos</p> <p>Names of BUs</p> <p>People in action</p> <p>Award Logos</p> <p>Business people smiling</p> <p>Person activating phone at store</p> <p>Person opening bill</p> <p>Client logos</p>

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<p>Our expertise in serving a critical role in clients’ global human resource departments has allowed us to offer a “best practices” approach to a variety of personnel-related functions. These include payroll administration, payroll processing, benefit plan administration and health and welfare administration. Our scale and technology allow us to reduce client costs by as much as 50% from existing levels.</p> <p>Convergys’ Customer Care business, the company provides outsourced contact center services including best-in-class customer service, technical support, and customer acquisition programs. These services are provided by highly trained and courteous customer service representatives. Delivering superior quality has become a pillar of success for Convergys in the customer care industry. Convergys customer care brings value to clients with a tailored combination of information systems, call center technology and process improvement programs at a cost less than if those same services were performed by clients in house.</p> <p>Convergys has built its success on experienced people, industry-leading solutions and experience from the implementation and operation of solutions for more than 500 clients.</p> <p>Convergys has become a leader in each of its lines of business through attracting and retaining the very best personnel and management. Our employees are experts in their field and they are dedicated to producing superior results.</p> <p>By specializing in select areas, Convergys can better invest in solutions that meet our clients’ current and future needs. We spend over \$100MM per year designing, building and testing our solutions.</p> <p>Software development experts design and build solutions with long term needs in mind. Call center program managers play a pivotal role in designing and implementing programs to acquire, care for and grow our clients’ customer relationships. Our Employee Care consultants design, build and implement tailored human resource solutions superior to what clients can afford to operate in-house. Clients of Convergys have the security of knowing that we are constantly building solution improvements and features designed to meet the needs of tomorrow.</p> <p>Through detailed assessments and the process we call “blueprinting,” we are able to determine each client’s individual needs. Our solutions most often include a custom blend of specialized technology, improved business processes, consulting expertise and attention to detail. Clients receive solutions built on long standing experience and an ever-improving technology platform.</p>	<p>PAYROLL ADMINISTRATION , PAYROLL PROCESSING, BENEFIT PLAN ADMINISTRATION AND HEALTH AND WELFARE ADMINISTRATION</p> <p>Ingredients? People Solution?</p> <p>People in action “Experts”</p> <p>Business lines</p> <p>Software developer Call center program mgr.</p> <p>Conference room . . . work group inside Client building</p> <p>Person activating phone at store</p> <p>Person opening bill</p>

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<p>Convergys clients also benefit from our implementation expertise. Aside from software design, development and consultation; we develop experience and an in-depth understanding of how to improve solutions because we operate what we build day in and day out. Our human resource outsourcing implementations with many large clients, compounded with our experience of managing over 5,000 client customer care programs, has led us to a thorough understanding of how to treat employees right, and providing them the care and attention they deserve. We know what works best. Sharing implementation experience across Convergys allows us to continuously improve our solutions and drive effectiveness.</p> <p>Our clients stay with us because we provide superior services and technology that allow clients to maximize customer and employee value while achieving significant cost savings. We save tens of millions of dollars per year for clients and more importantly, we guarantee our results. Convergys develops binding commitments on both quality and cost, so clients have peace of mind.</p> <p>We're proud to be Convergys, providing outstanding results with tailored solutions. We can help you maximize the value in your employee relationships and optimize your business support systems.</p>	<p>Client logos</p> <p>Technology image</p> <p>Pan of 3-6 employee operations</p> <p>CSR helping employee</p>