



ICT Data Management Services:

FINANCIAL SERVICES DATA MANAGEMENT

Onshore Management, Offshore Resources.

The ICT Group Difference:

- Highest quality standards and best practices backed by ISO 9001:2000 certification and Six Sigma leadership.
- Proven U.S. and offshore disaster recovery and data redundancy.
- Strength and resources of a publicly held Company (NASDAQ: ICTG) with more than 14,000 employees on four continents.
- Flexible business model allowing for easy integration with other ICT Group services, including onshore and offshore call centers that can provide live agent support to help streamline your operation.

The Complete Solution for Financial Services Back- Office Support

The financial services industry isn't alone in its struggle to effectively manage back-office business processes in today's highly regulated environment. Card issuers, banks, brokerages, lenders and insurers alike are among the most paperwork-intensive organizations in the world, and are looking for innovative ways to reduce costs and improve efficiency – without compromising service or quality.

ICT Data Management Services can help. Our cost-effective offshore solutions deliver superior data integration, adjudication and operating efficiency at substantially reduced costs, allowing you to focus on sustaining the long-term profitability and success of your organization.

As a focused, specialized team within ICT Group, a leading global provider of contact center and business process outsourcing (BPO) solutions, ICT Data Management Services can serve as your single-source outsourcing partner for all your critical data management and back-office needs.

The Power of an Onshore- Offshore Combination

ICT Data Management Services offers a combination of onshore and offshore solutions designed to deliver optimal performance, quality and turnaround, while at the same time generating substantial cost savings on hiring, training and managing internal staff.

Our proven offshore migration strategy and multiple offshore processing sites in the Philippines, Mexico and India, ensure that your data management services are being supported by an experienced English-speaking, highly educated staff in a cost-effective labor market.

You'll also have the benefit of U.S.-based management, IT, operational procedures and security. In fact, you'll have ultimate peace of mind, knowing that your data is retained in the U.S. at all times.

Comprehensive Services for All Levels of Back-Office Processing

ICT Group's more than 20 years' experience serving customers in the financial industry makes us uniquely positioned to meet your complex needs. We also provide high-value, strategic consulting services, helping you transform your operations and improve ROI.

The ICT Data Management Services team can act as your single point of contact for comprehensive services, such as:

- Mailroom and document scanning
- Data entry (real-time/online or batch)
- Research
- Rules-based processing
- Provisioning
- Follow-up customer care (24/7/365)
- Dispute/billing adjudication
- Correspondence handling

ICT Data Management Services: FINANCIAL SERVICES DATA MANAGEMENT

Our onshore-offshore professionals possess unparalleled industry expertise, successfully managing data administration for:

- Credit applications: credit cards, mortgage loans, home equity loans and lines, secured and unsecured personal loans and lines
- Brokerage account and margin applications
- Loan/line renewals and limit increases
- Accounts payable processing
- Insurance applications: auto, homeowners, personal liability, life, credit life, mortgage term life, long term care, supplemental medical, Medicare Part D
- Mortgage servicing: new loan set up, ACH, origination processing and account management

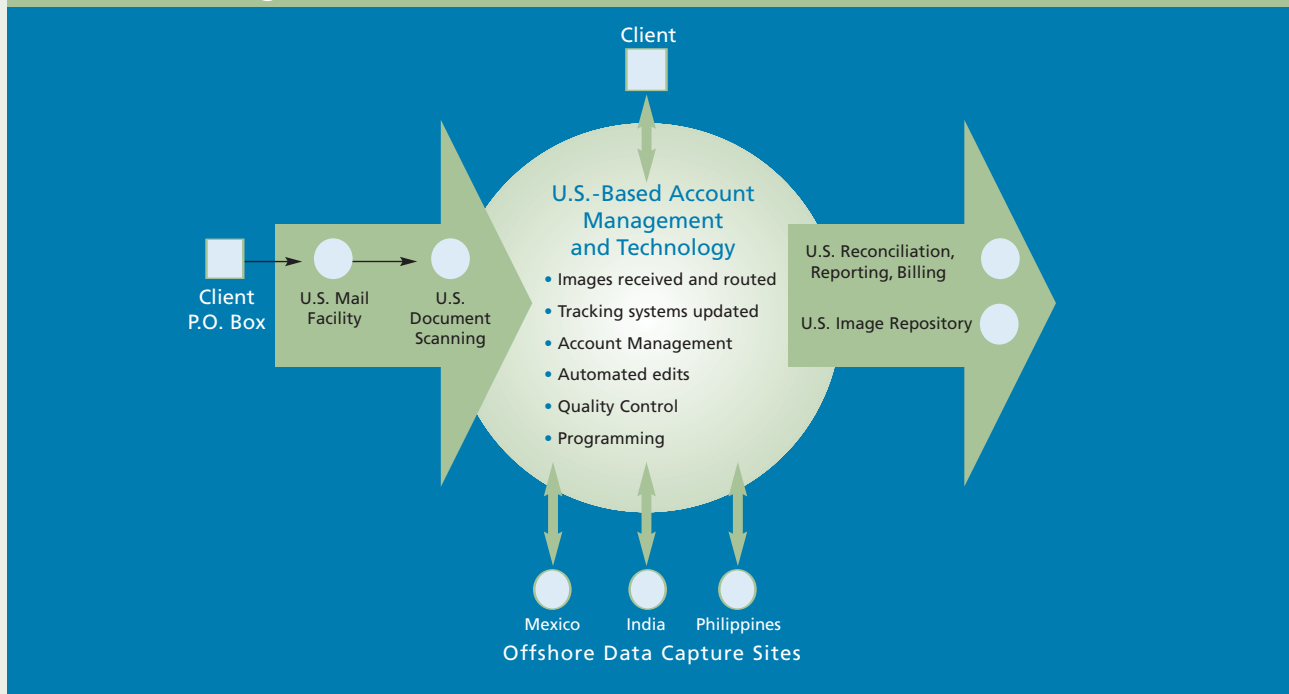
- Project managers averaging 10 years' experience
- Custom-built, proprietary tracking system that ensures the completion of every processing step for every unit of work
- U.S. mailroom and scanning
- Timely feedback on issues and exceptions
- Daily and weekly quality reporting
- Overnight to 24-hour turnaround times with exceptional quality
- Performance reporting at the operator level
- Full compliance with federal, state and industry regulations

Benefits That Go Straight to the Bottom Line

- Dedicated, experienced management team at all onshore and offshore production sites

For more information about onshore-offshore back-office services, call ICT Data Management Services at 800-201-1085 or e-mail info@ictgroup.com.

ICT Data Management Services Process Flow



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