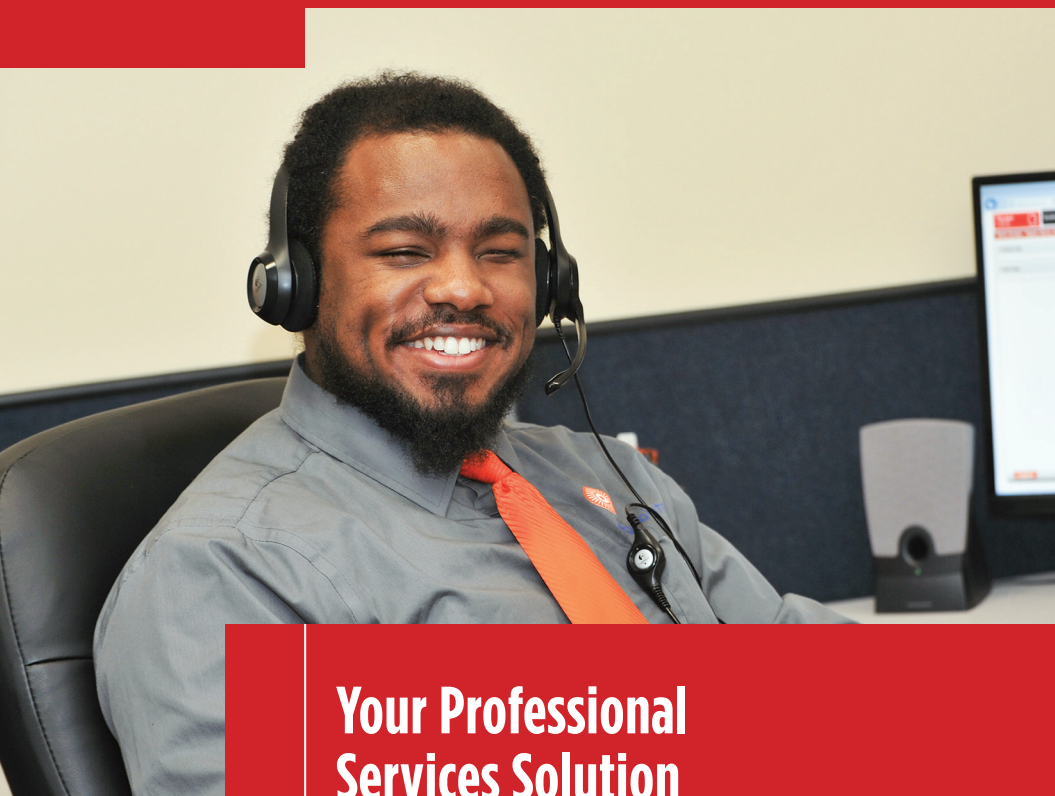


NIB SERVICES





Your Professional Services Solution

NIB offers a broad range of innovative, competitively priced professional services to meet the requirements of the federal government and commercial companies.

NIB delivers *best value* solutions—affordable, high-quality services tailored to meet customer requirements—while helping people who are blind live more independent lives through meaningful employment.

Federal customers simplify and streamline acquisition processes by procuring NIB services through the AbilityOne® Program. Commercial customers partner with NIB to fulfill specialized elements of federal contracts, and to keep their own operations running at maximum efficiency.



Delivering Quality and Value

Contact Center Services

Ensuring your valued callers reach a highly trained, customer service professional.

- Multi-channel contact/call centers
- Customer support and order centers
- Switchboard operations
- Mystery shopping

Contract Management Support

Delivering ready-to-close contracts while you focus on mission-critical activities.

- Contract document preparation
- Document imaging, indexing and destruction
- Payment reconciliation
- Delinquency follow-up

Supply Chain Management

Providing goods and services where they're needed, when they're needed.

- Storage, distribution and fulfillment
- Labeling and addressing
- Inventory control, reporting and management
- Packing and sorting

Administrative Support

Meeting your ever-changing business needs.

- Document management
- Mailroom operations
- Medical transcription
- Data entry

Section 508 Assurance

Making your technology accessible to all users, as required by federal law.

- Conformance and usability testing
- Validation and remediation
- Implementation project management
- System development support

Cybersecurity

Safeguarding your information systems, networks and data.

- System and network configuration
- Threat assessment and diagnosis
- Preventative maintenance
- Troubleshooting and support



Measurable Impact

Contract Management Support

\$900M

funds identified for
de-obligation

99%+

accuracy rate

250,000

ready-to-close contracts

9M

images scanned

Contact Center Services

NIB

**Industry
Average**

18%

Attrition Rate

40%

93%

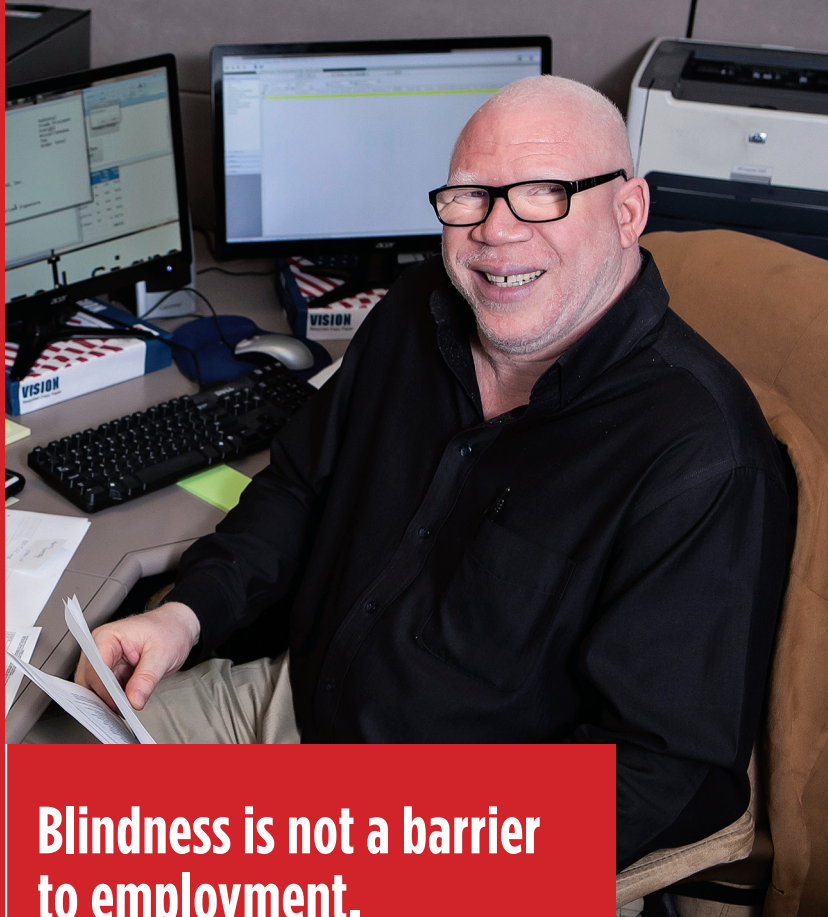
Service Level Requirement

80%

98%

Call Quality Metrics

90%



Blindness is not a barrier to employment.

Despite continued gains in employment, people who are blind remain one of the nation's greatest untapped labor resources: Seven out of ten working-age Americans who are blind are not employed. Since 1938, NIB has focused on enhancing opportunities for economic and personal independence of people who are blind, primarily through creating, sustaining and improving employment. NIB and its network of associated nonprofit agencies are the nation's largest employer of people who are blind through the manufacture and provision of SKILCRAFT® and other products and services of the AbilityOne® Program.



An AbilityOne®
authorized enterprise.

National Industries for the Blind

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Alexandria, VA 22314-1691

Connect with NIB

NIB.org/services



services@nib.org



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SKILCRAFT® is a registered trademark owned
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