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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

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.

Measurable Impact

<table>
<thead>
<tr>
<th>Contract Management Support</th>
</tr>
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<tbody>
<tr>
<td>$900M funds identified for de-obligation</td>
</tr>
<tr>
<td>250,000 ready-to-close contracts</td>
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<td>9M images scanned</td>
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