



Government Services

Optimizing Customer Engagement for Government

Government organizations are under tremendous budget pressure to find ways to do more with less. At the same time, constituent expectations for government-provided services are increasing. Fortunately, a new generation of customer engagement technologies and approaches are now available that can help government and NGO organizations improve service levels while reducing

costs. Eventus Solutions Group is a SBA-certified small business that helps its clients optimize the ways they engage with their customers over the phone, the Internet, via social networks & mobile applications. Our Government Services Division provides our government clients with unique, cost effective solutions for proactive outreach as well as responsive service.



Eventus at a Glance

Founded in 2009

10+ years of highly satisfied clients has led to continued growth and business success.

SBA-Certified Small Business

NAICS codes 423430, 511210, 518210, 519190, 541511, 541512, 541519, 541618, 541690

INC 500 recognition

as one of America's fastest growing private companies

Depth of expertise

in contact center operations and technologies

Over 300 successful projects delivered,

including Fortune 500 companies and government agencies

Industry Certifications

in project Management, Six Sigma, CRM, contact centers and knowledge management

"Special Forces"

staffing model maximizes results while minimizing time and cost

Easy-to-do business

through flexible contracting models, pricing and high-touch relationships

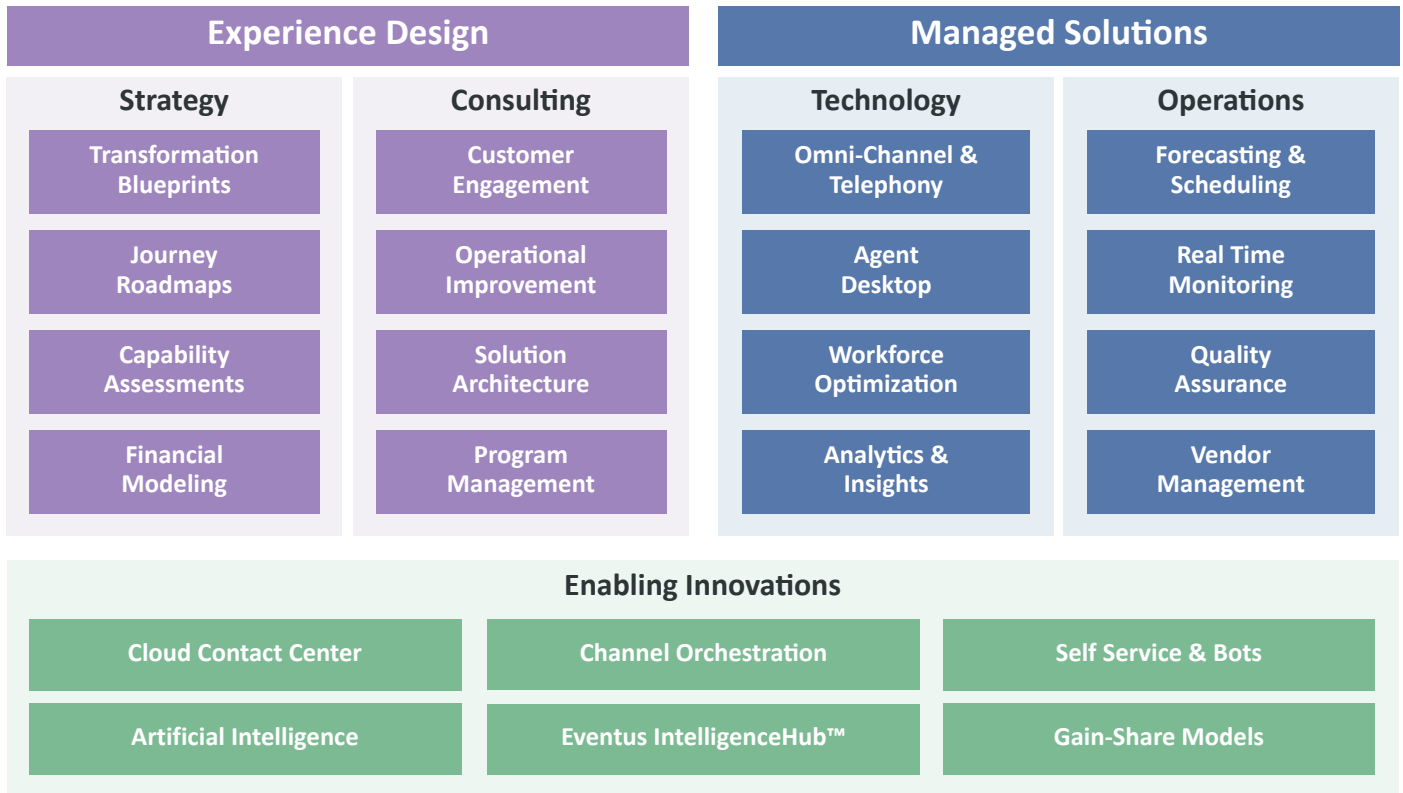
End-to-end solutions

for all phases of customer engagement optimization

Outcome-focused delivery model

produces on-time, on-budget projects with no change requests

Eventus Offerings



Representative Clients

Retail/ECom	Healthcare	Financial	Government	Telecom & IT	Other
Walmart ARBONNE STAPLES HBC Unilever	Cigna Blue Cross Blue Shield of Michigan CAMBIA™ HEALTH SOLUTIONS medecision WellCare	NAVIENT™ snap! finance AARP™ ePay CENLAR® CENTRAL LOAN ADMINISTRATION & REPORTING	COVERED CALIFORNIA CONNECT FOR HEALTH COLORADO™ access health CT washington health planfinder STATE OF COLORADO	Vonage Business verizon Sprint lenovo DIRECTV	RELX Group Willis Towers Watson Marriott Carlson Wagonlit Travel PACCAR

“Eventus brought extensive customer service expertise to AARP and has uncovered new improvement and savings opportunities. Functioning as a true partner, they are enabling AARP to achieve its financial goals while effecting a positive change in the AARP member experience.”

—CFO, AARP

“Eventus played a critical role supporting our team. We leveraged their experience to drive the development of the RFP and the evaluation of prospective partners. Their operational insight and contract negotiation expertise resulted in significant cost savings for COHBE that will help ensure our long term sustainability.”

—CEO, Connect for Health Colorado

