



COVID-19 Business Continuity Services | Is your organization struggling tactically to meet immediate business continuity needs without sufficient resources? **We can help!**

WHY ARGO FOR COVID-19 RELATED SERVICES

ARGO's managed services offer your organization a breadth of innovative contact center and back office capabilities leveraging our people, technology and diverse U.S. and global resources to address business continuity and crisis management:

- **GOVERNMENT SUPPORT EXPERTISE** — The depth of experience and preferred service provider credentials to collaborate, craft and enhance contact center and back office government services programs.
- **MEANINGFUL TECH & INNOVATION** — Dynamic platform capabilities and contact center engagement services that deliver meaningful capabilities, automation and integration that improve your operations. We work with agencies and IT divisions to determine the best of technology that elevates the more important human touch for improved customer experiences (CX), meaningful data and analytics and reporting for better outcomes.
- **RIGHT PEOPLE** – We source, seed and hire the right skilled personnel, *within the state and region of services* who are proud to serve your constituents. Virtual and In-Center, U.S. and bilingual nearshore operations are available to ensure right skills, bilingual capabilities and continuous improvement for higher CSAT and lower cost to serve.
- **TRANSPARENCY & VALUES** — A promise of collaboration, transparency and proactive communication that builds the strong partner relationships that weather the constant challenges of regulated agencies and businesses.
- **NYSPP** — A proven track record of performance within the New York State Preferred Service Provider portfolio of client operations.

Verticals Served



Healthcare



Government & Financial Services



Telecom & Media



E-commerce & Retail



Direct Response



Non Profit



Travel & Logistics

A PARTNER FOR MEANINGFUL RESULTS

ARGO believes in delivering more than just cost savings in a provider arrangement with you. From the initial scoping, we *listen* and seek *innovative* ways to enhance your operations. This includes collaboration on your immediate and long-term needs in times of crisis, getting back to work and long-term continuity.

CONTACT TRACING, BACK TO WORK & BUSINESS CONTINUITY

Supporting agencies and businesses to maintain continuity, health and safety

The **CDC** defines the key concepts of contact tracing as:

- **Trace and monitor contacts of infected people.** Notify them of their exposure.
- **Support the quarantine of contacts.** Help ensure the safe, sustainable and effective quarantine of contacts to prevent additional transmission.
- **Expand staffing resources.** Contact tracing in the US will require that states, tribes, localities and territorial establish large cadres of contact tracers.
- **Use digital tools.** Adoption and evaluation of digital tools may expand reach and efficacy of contact tracers.

ARGO sees the need and have the technology and human resources to quickly and effectively reach cases and contacts for successful advisement, isolation and quarantine. With both turnkey and custom solutions, we have the ability to scale and support the time requirements related to expanding contact rates that can vary daily. *Time is of the essence to maximize reach and engage regional, state and municipal agency action plans.*

Turnkey & Custom Solutions to Drive Performance

- **Cloud Contact Center & WAH Agents** to support in and outbound contacts utilizing state-of-the-art processes, compliant scripting and empathetic but compelling engagements to drive results. Inbound, outbound, SMS, chat and IVR - all available to align to your use cases. Work At Home agents and web tools to support crisis management and business continuity plans. All easily integrated to support effective contact management and reporting.
- **Case Management/Scheduling** to support real time management of cases and contacts. From this database and the feed into the above, we drive multi-channel connections within the CDC guidelines to optimize connection and support of isolation and quarantine standards.
- **Geo mapping** of cases to enable tighter contact tracing steps to reduce infection rates.
- **Self-management tools and processes** to enable agencies and businesses to manage employees re-entering the workplace.
- **Back To Work Programs** that provide secure access with automated temperature checks only to employees, staff and support that meet key criteria for safe entry and egress.

Contact us today for an easy discovery discussion.
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