



Purple Heart Services

Case Study – Purple Heart Cars



All Agents Have:

State of the Art Technology

- Multimedia computer desktops
- Automated Web Based Call Distributors (ACD)
- Computer Telephony Integration (CTI)
- Command Coaching records both the voice and data (screen)
- Real time technical support

600 Hours of Intense Virtual Training

- MS Office 07
- Vista platform
- Customer Service
- Script Writing
- Reporting
- Data Mining/Appointment Setting
- Sales
- EIW (Emotional Intelligence & Wellness)
- Web Blogs
- Survey Creation

BOOTS ON THE CORPORATE GROUND

The American veteran community has played a key role in the business world defending free market enterprise and building leaders. To be successful and accomplish your business goals, one must have leadership and vision, recognize the value of team efforts, and communicate clear goals and maintain fiscal discipline - all taught in the military and all reinforced in Purple Heart Services (PHS).

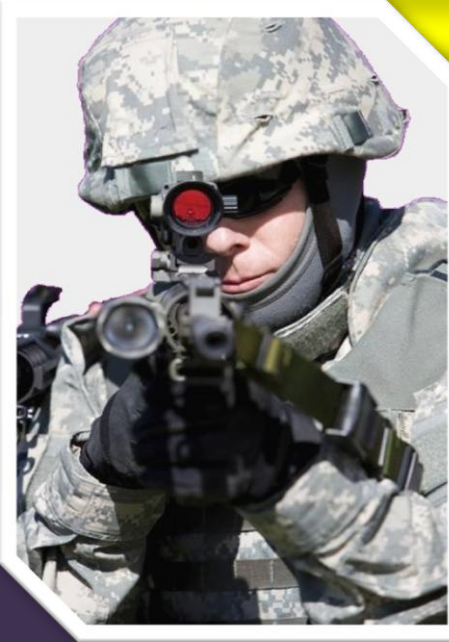
VALUES

Purple Heart Services is one of the fastest growing Call Center / Contact Center, Help Desk, and Software-Web Development BPO's based in the USA and is owned by one of the largest veterans foundations called the "Purple Heart Service Foundation". PHS started with a vision to serve global clients satisfying their business needs and has grown as it has served its customers in various industries like disability advocacy, truck rental, credit card services, banking, software, etc. Combining the maturity of its management with experience in various industries and the dynamism of its hard-working teams of combat wounded and

disabled veterans we deliver high quality solutions to our clients ensuring we give our clients the best - because it is what they deserve.

Our Mission

- Customer Service and Reservations (Inbound/Outbound)
- Qualifying Sales Leads
- Appointment Setting / Lead Generation
- Market Research / Data Cleaning
- Surveys (including statistical analysis and political surveys)
- Secondary Market Research Surveys
- CRM/Database Management
- Business Development / Client Relations
- Point-of-Sale Product Promotion
- Email Response Services
- GSA GWACS
- Website Receptionist Services
- We are "Live Web Chat Session" Enabled
- Predictive Dialing PBX
- Radio and TV Commercial Fulfillment
- Fundraising Services to Non-Profit
- Emergency Response Services
- Class, Seminar and Event Registration Services
- 24 Hour Help Desk Services



Targeting Your Success!

The disabled veteran community is discovering their unique role within the virtual world and collectively their impact on the workforce.



Purple Heart Cars (PHC)

Key Statistics

- Over 300,000 donors to date
- Donations are tax-deductible
- Proceeds help other veterans

Types of Donations Accepted by PHC

- Cars
- Trucks
- Boats
- Motorcycles
- RV's
- Aircraft

PHC CORE INFO

The Military Order of the Purple Heart (MOPH) is a congressionally chartered non-profit organization that has been dedicated to helping veterans for over 70 years. Purple Heart Cars (PHC) is a non-profit program created by the Military Order of the Purple Heart Service Foundation (a division of its parent organization the MOPH) to help raise funds for its other quality programs and outreaches that have helped thousands of American veterans and their families across the country as well as worldwide.

Over 300,000 donors have trusted Purple Heart with their vehicle donation. In fact, many donors find that the donation process is so easy, convenient, and rewarding that they have become repeat donors.

Generous donors, whether one-time or repeat, make it possible to assist the defenders of freedom in their time of need.

Many first time donors discover Purple Heart Cars from browsing the internet in search of a viable method of donating their unused vehicle to a deserving charity such as the MOPH, while gaining a valuable tax deduction.

Cars and trucks are the most commonly donated items but boats, motorcycles, RV's, and aircraft are also accepted in most cases. As PHC is a non-profit program, the Purple Heart issues a tax-deductible donation receipt to all donors to assist when filing their taxes.

Donating tax deductible items to a non-profit charity or program such as the Purple Heart Cars program is

beneficial in a variety of ways. Donors get to help veterans and their families, while saving money in taxes.

Purple Heart Cars needed additional staff members to process donations of these vehicles. Drawing from the skilled employees of Purple Heart Services they are currently fulfilling their customer's needs while providing excellent customer service and quick turn-around times for their donors. In turn, these very donors remember who treated them with not only courtesy but respect and often come back to donate again and again.

Together PHC and PHS are continuing in their mission to help disabled veterans of this great country.

Imagination Is Our Power

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