



GLOBAL CONNECT



THE BEGINNING

In 2002, Global Connect Chief Executive Officer Craig Bird founded a new communication services company with a single purpose: using VoIP technology to help clients reach their contacts quickly, easily and cost-effectively.

He developed a plan to become the leading provider of hosted dialing and communications services. Along with state-of-the-art technology, Global Connect would offer clients an unwavering commitment to service and excellence.

It would consistently strive to provide client partners with a positive and favorable experience.

It would constantly push the technological envelope, using client feedback to develop new features and functionalities.

It would offer significant return on investment, with no capital outlay.



THE STRENGTH

Global Connect, a privately held company, now has corporate offices in Mays Landing, NJ, as well as seven regional sales and service offices throughout the United States and Data Centers in Pennsylvania, New York and Canada.

Global Connect makes billions of calls each year for more than 550 client partners in the accounts receivable market (ARM).

Over one billion calls made each year

More than 550 client partners in ARM

Top 4 Hosted Dialing Solutions for 2010, Collection Advisor Magazine

Top 100 Collection Technology Products, Collection Advisor Magazine

Certified by AICPA SysTrust Seal

Offices located nationwide

THE TEAM

Not only does Global Connect offer outstanding features and functionality, the company also provides top-of-the-line customer service from a knowledgeable and dedicated team. The company recruits, thoroughly trains, and ultimately retains employees that share Global Connect's commitment to excellence, and as a result:

Inside sales and outside sales teams work hand-in-hand for the benefit of the customer and the company.

Customer service representatives are proactive as well as responsive, identifying customer needs before the customer has even articulated them.

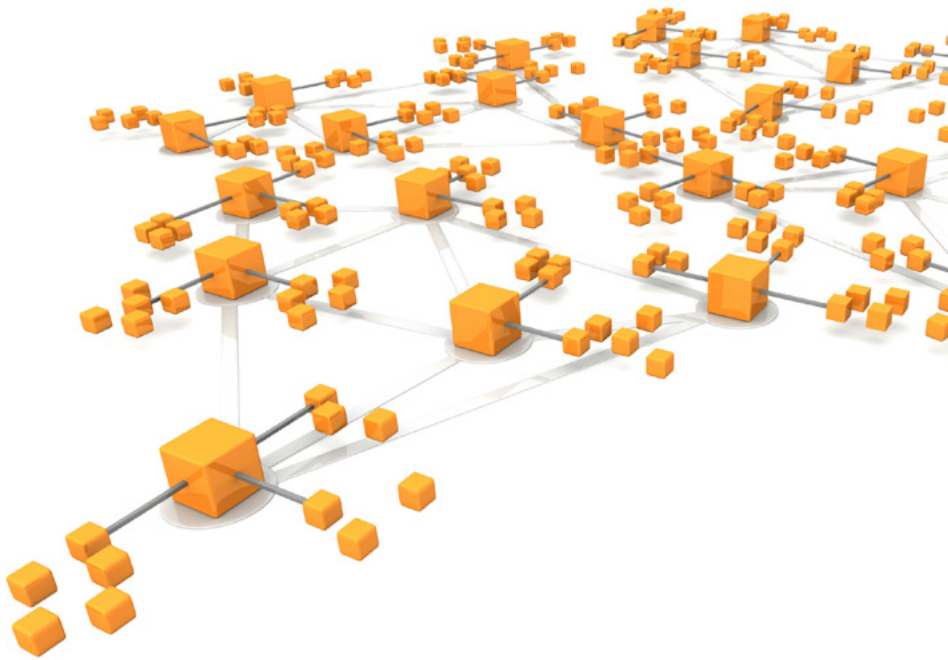
Global Connect's turnover rate is less than 2% each year.



THE FEATURES

Global Connect prides itself on its robust features, designed to maximize productivity, effectiveness, security, compliance and return on investment.

- 100% web-based hosted dialer platform | Virtually unlimited calling capacity
- Direct-connect to agent | Real-time, detailed, customized reports
- Agent talk-off recordings | Data importing and exporting | No pregnant pause
- Text-to-speech ability | Complex messaging | Multi-language campaigns
- Automated call direction | Caller ID | Rate of delivery control
- Secure file transfer and storage | No monthly minimums or extra charges
- Free upgrades and training | Free 24-hour customer support



THE INNOVATION

When other hosted dialing providers were still questioning VoIP technology or were yet to even enter this market, Global Connect was playing the role of innovator, finding ways to help businesses use VoIP to their advantage. We continue to play the role of innovator, continually leading the way in the development of new VoIP platforms.

As a result of feedback from our product development group and clients, Global Connect has unveiled a number of robust features, including the following:

Enhanced Cell Phone Scrub | Call List Mapping Module
Task Interval Scheduler Module | Compliance Module | Campaign Reporting
Dashboard | SMS Text Messaging | Email Broadcasts



Screen Pop Connect allows agents to receive a simultaneous screen pop containing information such as debtor name and account number as a call is transferred to their work station.

Agent Connect allows managers and other supervisors to monitor in real-time the status of each agent and his or her productivity.

Hello Connect to Agent connects all live answers instantly to the collection floor, identifying the debtor through the agent whisper or screen pop.



Arvato

GLOBAL CONNECT

Strategic Voice Messaging

TOP | INDUSTRIES | OUR PARTNERS | BENEFITS OF VOICE MESS



There's a new way to reach people.

Global Connect's voice messaging system allows you to reach thousands of contacts with personalized messages within minutes. This is a unique number of voice-based voice messages that Global Connect provides you with. You can reach your contacts and your contacts without any cost to you.

Since the system is web-based, there are no toll charges, no expensive hardware or software to buy, no maintenance costs, no technical support, no training or course fees, and no recurring costs. Limited-time offers are available on any time, plan, and location - only a high speed or a high-speed connection is required.

There's a new way to reach people, easily, and cost-effectively.

The Global Connect way.

1-800-855-8555 | 1-800-855-8555 | 1-800-855-8555 | 1-800-855-8555

THE USES

Using our flexible, customized solutions and without the expense of changing your current infrastructure, you can:

- Manage a hosted dialer with minimal effort, no upfront or start up fees, as well as no monthly minimums or maintenance and support fees.
- Monitor agent productivity and performance metrics through Global Connect's Agent Portal Administrator Dashboard.
- Receive real-time, detailed reports, down to the cost of each call.
- Connect all live answers instantly to speak with hard-to-reach debtors.
- Strictly comply with federal regulations and specific state compliance requirements.
- Record agent talk-off recordings.
- Send and receive calls from any location.
- Reach thousands of contacts within minutes.
- Augment call campaigns with email and text messages.
- Turn cold calls into warm in-bound productive calls.



THE RESULTS

Global Connect is the “Gold Standard” for our company’s vendors. We have found Global employees to be vigilant, insightful, and always willing at every phase of our relationship. Combined with a great product, what else do you need?

CREDIT GRANTOR, CALIFORNIA


Global Connect’s web-based virtual call center permitted our agency to avoid the cost of purchasing an auto dialer. We were able to spend our capital on collectors to answer the large volume of inbound calls generated by the Global Connect system. It’s fast and easy.

AGENCY, ILLINOIS

Global Connect has made it possible for us to completely self-manage our campaigns. It’s like having our own premises based dialer on site. Great interface and easy to use.

UTILITY COMPANY, NEW YORK





In less than a month after starting to use Global Connect, our collections have more than doubled – and most of the credit should go to Global Connect for putting us in touch with many more debtors than we would have reached manually.

COLLECTION LAW FIRM, OHIO

In our industry, very few services can make a difference in the first few weeks. Global Connect is a service that can make a difference in minutes.

AGENCY, FLORIDA

We were amazed at the response we had from the Sunday evening blast with Global Connect. I couldn't believe how many debtors called back! We have seen a significant increase in our collections due to this product. I strongly suggest that everyone give it a try...with free minutes and no start up costs, you have nothing to lose!

COLLECTION LAW FIRM, ALABAMA

The background is a deep blue color with several curved, glowing lines that create a sense of motion and depth. The lines are darker blue and appear to be part of a larger, curved structure that is partially visible at the top of the frame.

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