

The Interlocal Purchasing System

Purchasing Made Personal



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www.intouchconnections.com



InTouch Connections

EMAIL PO & VENDOR QUOTE TO: TIPSPO@TIPS-USA.COM PO AND QUOTE MUST REFERENCE VENDOR'S TIPS CONTRACT NUMBER ATTACH PO AS A PDF - ONLY ONE PO (WITH QUOTE) PER ATTACHMENT

	<u>PAYMENT TO</u>	<u>TIPS CONTACT</u>
ADDRESS	730 W Randolph, Ste. 400	NAME Meredith Barton
CITY	Chicago	PHONE (866) 839-8477
STATE	IL	FAX (866) 839-8472
ZIP	60661	EMAIL tips@tips-usa.com

DISADVANTAGED/MINORITY/WOMAN BUSINESS No

HUB No

SERVING STATES

AL | AK | AZ | AR | CA | CO | CT | DE | DC | FL | GA | HI | ID | IL | IN | IA | KS | KY | LA | ME | MD | MA | MI | MN | MS | MO | MT | NE | NV | NH | NJ | NM | NY | NC | ND | OH | OK | OR | PA | RI | SC | SD | TN | TX | UT | VT | VA | WA | WI | WV | WY

Overview

InTouch provides a hosted, automated messaging service with the technology you need to impart critical information, reduce no-show rates and increase engagement for all stakeholders. We deliver messages to your Participants in the format they prefer.

At InTouch, we help clients establish better relationships with their customers and students while also helping lower costs and improve their bottom line. No other communication vehicle is as customizable, and no other provider has more experience with automated notifications than InTouch Connections.

Whether using telephone, text or email, InTouch Connections helps you give each member of your community a tailored message for a fraction of the cost of a postage stamp.

Beyond our private-industry clients, our extensive experience includes delivering automated appointment reminder texts and calls for state and municipal bodies in Maryland, South Carolina, Virginia and Ohio. With over 16 years of experience delivering automated notifications, you will find InTouch Connections provides the best service at the most reasonable price.

WHY INTOUCH CONNECTIONS?

We built our success around the following key-value differentiators:

- Fully customizable platform with the ability to support an unlimited number of departments or locations — each with a unique workflow

- Extensive experience delivering notifications for private and public entities
- Exceedingly flexible account management team who delivers unparalleled levels of service
- Integrated voice, text and email
- Full-service or self-service applications
- Minimal human resource and capital requirements no hardware or software purchases)
- 100% guaranteed uptime
- Best value
- Simple application deployment process designed to support your real-time process flows
- Research library outlining what works for communication outreach
- High-touch client service includes a single Primary Point of Contact/Senior Account Manager dedicated to your account
- 24/7/365 free technical/customer support
- Multiple language support

METHODOLOGY

At InTouch Connections, we believe that hard work precedes great work. Therefore, we have developed a four-step process that puts our best people to work for you when launching a program:

1) Strategy Development and Benchmarking

Your Account Manager works with you to set the benchmarks and key metrics for your program to ensure we meet all of your objectives.

2) Operations Planning and Implementation

Our operations team takes the business requirements associated with the campaign and manages the execution. Our full-service support means we handle all of the details, so you do not have to.

3) Quality Assurance

No campaign launches without first being certified by our quality assurance team at four levels: development, integration, testing and launch.

4) Campaign Launch with Real-Time Monitoring and Reporting

Our operations team launches the campaign, and the operation's team begins real-time monitoring, looking for anomalies and checking the disposition results.

AWARDED CONTRACTS "View EDGAR Doc" on Website

Contract	Comodity	Exp Date	EDGAR
181204	Notification Systems	02/28/2022	See EDGAR Certification Doc.

CONTACTS BY CONTRACTS

181204

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