

**Our  
advanced  
technology  
infrastructure  
adapts  
rapidly to  
meet your  
information  
technologies  
needs.**

# Systems Technology

Helvey and Associates integrated information technologies capabilities include:

- High capacity Hewlett Packard series servers
- UNIX based operating systems
- Redundant server configuration
- Comprehensive backup & disaster recovery capabilities
- Company-wide VoIP dialer stations

Having the right software, with sufficient processing and storage capacity is only a small part of the picture. Staffed with highly qualified and tenured IT professionals, Helvey and Associates has built a fully redundant call center infrastructure employing industry leading data resources and strategies.

All Helvey and Associates systems incorporate comprehensive security protocols incorporating firewall and encryption security elements.



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## Software

**Columbia Ultimate** – The Collector System by Columbia Ultimate Business Systems (CUBS), is one of the leading suppliers of collection and call center software. Our system provides the collector with automated follow-up to insure the most efficient workflow processes.

## Predictive Dialing

**CT Center** – CT Center Predictive Dialer with the Interactive Communications and Inbound Modules, from Information Access Technology, Inc. (IAT). A network-based system, fully integrated and online with CUBS, enables a 300% increased contact rate vs. similar sized agencies

## IVR

**Interactive Voice** – ResponseVoice has proven time and time again to be the most effective tool for customer communications. Helvey & Associates can deliver personalized, interactive voice messages simultaneously to thousands of customers. Interactive Voice Messaging combines the personal qualities of the human voice with interactive response capabilities, allowing recipients to respond immediately or to be connected right to a live agent.

## Voice Recording Technology

**Co-Nexus** – Collection conversations, both outgoing and incoming, are recorded. Since initiating voice recording technology several years ago, complaint ratios have decreased significantly, to the point that they are virtually non-existent. Both the collector and the customers are aware that the conversation is being recorded, thus enhancing professionalism and civility.

## VoIP

**Mitel** – The Mitel® 3300 IP Communications Platform (ICP) provides Helvey and Associates with a highly scalable, feature-rich VoIP communications system designed to support our call center, scaling from our current employee levels to as large as 65,000 users.

The 3300 ICP supports the industry's largest range of desktop devices including entry-level IP phones, web-enabled IP devices, wireless handsets (WiFi or IP DECT) and full-duplex IP audio conference units.



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