

Back Office Services

Introduction

CBP's comprehensive back room support systems enable you and your staff to concentrate solely on your core business. All back room services are available on a variable cost basis. Pay for what you need, when you need it. CBP is always there for you, with experienced staff ready to support your requirements. Your back room functions are our core responsibility. We follow a best practices model to give them the due that they truly deserve.

CBP currently offers the following Back Office Services:

- Secure Post Office
- Secure Data Hosting
- Data Conversions
- Virtual Assistant
- Document Management
- Scheduling
- Reference Library
- Secure Data Room
- Answering Service & Call Center
- Communications Room
- Documentation Services
- Transcription
- Translation
- Technical Writing



CENTER FOR BUSINESS PLANNING



Secure Post Office

Tired of having to manage your incoming mail? Have your mail Digitized and posted on our secured data site everyday.

What we do:

- Open, sort, digitize, and index "snail mail "
- Scanning of photographic negatives and positives
- Retrieval
- Bulk document scanning
- Archiving
- Programmed destruction

Having trouble with your outgoing mail? Use CBP's secure post office to handle it:

What we do:

- Customer notifications
- Statements
- Collating projects
- Legal notifications
- Recall campaigns
- News releases
- Invoice mailing
- Advertising materials
- Snail mail campaigns
- Stockholder notices
- Newsletters
- Hand assembly projects



Secure Data Hosting

Productivity and mobility are today's necessities. You can now treat CBP's Virtual-Hosting center as your server's "C" drive. Work from any computer anytime, anywhere and be just as productive as sitting at your office machine.

CBP's secure hosting provides:

- Data that is always backed up
- Mirrored in a different electric grid
- Eliminates separate IT charges and staff
- Available 24/7 from anywhere in the world
- Latest technology always employed
- Protected by latest encryption technology



Data Conversions

Digitization is a critical step in moving towards the paperless office model. Once a hard copy is converted into a digital format, it is easily readable by computers, and is therefore easily stored, retrieved, edited, enhanced, sorted, cataloged and published on the web. CBP offers fast and secure digitization and indexing services. We use a unique quality software tool to provide the most accurate data exceeding 99.95% accuracy levels.

Input:

- Books, manuals, periodicals, research papers, etc
- Customer lists and warranty registrations
- Trade show contacts, address books, business cards
- Catalogs and marketing materials
- Legal files
- Financial and insurance documents
- Images in any format

Services performed by CBP offsite or onsite:

- Unbinding and binding services
- Image scanning and indexing
- Optical Character Recognition (OCR)
- Conversions to Word, Excel, Access, etc
- ASCII, RTF or delimited text files
- XML, HTML and SGML
- Relationships between main document and attachments are maintained
- Images and text files linked



Document Management

Paperless office in parenthesis

In today's economy, performance is measured by the bottom line and all levels of an organization are held accountable. Unfortunately, the very documents used to transact business cut profits in one way or another.

Have you ever:

- Placed a customer on hold while you hunt down their file?
- Spent more time looking for information than it takes to read?
- Worried confidential information could fall into the wrong hands?
- Become landlocked by stacks of paper?

CBP's document management solution:

- Electronically file data as it is created
- Instant access to all documents
- Free up file storage areas
- Stop "prying eyes"
- Easily share documents virtually
- Spend more time using documents than searching for them.
- Eliminates paper at the source with direct electronic transfer and scanning.
- Improves cash flow.
- 41 cents worth of hard disk space electronically stores a 4-drawer filing cabinet.
- Turn wasted floor space into a revenue generating area.
- Associate data from multiple applications and unite documents in a central repository.
- Delivers the big picture perspective using all the information.
- Folder and document workflow and email/fax integration.
- Improved productivity and instant access to necessary information.
- Multi-level security and access rights at the cabinet, folder and document level.
- Powerful hedge against being exposed to the liability of "prying eyes".
- Exclusive user-friendly interface
- Web enabled access to stored documents
- Drag and drop document filing
- PDF & Tiff support
- Automatic folder sorting
- Instant document preview, automatic and manual document workflow
- Folder routing email integration (MAPI)
- Database integration (ODBC) internal messaging
- Dynamic multi-level document
- Security and access assignment
- Comprehensive administrative toolbox with audit reporting
- Extensive document filter and search tools
- User defined cabinet indexes
- Print to image translation
- Document naming templates
- Web enabled external messaging



Virtual Personal Assistant

Do you face these daily challenges?

- Need an extra pair of hands?
- Temporary hires hard to find?
- Cannot justify an extra employee?
- Unhappy with current administrative assistant?
- simply run out of time?

Wish no more!

CBP provides a virtual secretary that is at your beck and call. Your virtual secretary will, for instance, clean up your Outlook

data base, research a topic on any subject for an upcoming presentation, complete with PowerPoint slides if you wish, or

compile statistics on sports to wow your friends with, just to name a few tasks.

Highlights:

- Assign your project by 4 PM, have it back by 8 AM
- Purchase services in blocks of 20 hours, use when needed, never expire
- Less expensive, and more reliable than a temporary employee
- No sick days, no vacations, no payroll expenses

Scheduling

CBP's scheduling system is highly customizable, and contains a user-friendly interface (web-based) that allows each user to plan their day by entering their schedule and making it available for others to see. This system can be used to plan and deploy all the profit-making assets of the firm.

Answering Service and Call Center

To allow small and medium businesses to take advantage of a contact center, CBP now offers managed inbound call center services at a very competitive price. We utilize the most current computer hardware and software systems available in the call center industry today.

By using our managed call center services, you can fulfill all your contact center needs. Our prompt, courteous operators will provide a personal phone answering service for your clients, partners and personnel. This service can be integrated with a number of answering and order taking service programs.

Communication Center

A central location for all your communication inputs, e-mail, snail-mail, fax, telephone, and IM. The communication room provides for:

- E-mail client for POP/IMAP accounts
- Configure and auto fetch from multiple e-mail accounts
- SPAM protection, e-mail filtering and archiving
- Search within all communications and documents
- Create events, tasks, notes and add links from e-mails
- Location, browser and machine independent
- Messages, files and document sharing
- Requires no client side software installation

Contact a sales representative
for a demonstration today.

Secure Data Room

The data room has long been an irritating rite of the corporate merger. Teams of experts assembled to paw through boxes of confidential data. The process often went on for weeks and required extensive travel. The virtual data room is now changing that. Increasingly business and due diligence assignments are being done online, with documents uploaded to password protected data rooms where an unlimited number of authorized people can review them simultaneously. The virtual method is faster, cheaper, more efficient and more secure. And it's now available to everyone - not just the Fortune 500's.

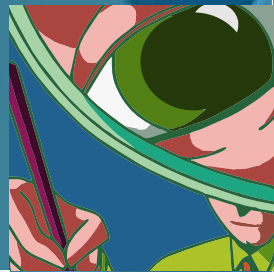
Reference Library

A comprehensive collection of links and helpful programs to enable you to accomplish any task quickly and easily. From travel arrangements and current traffic conditions, to conversion tables, emergency numbers, out of town newspapers to a prescription & over-the-counter drug directory - all is there to make your everyday life easier.

Documentation Services

The benefits of high quality, professionally worded content is often underestimated. Focused documentation can make a world of a difference to your business. CBP offers a complete range of documentation solutions that cover every imaginable need, including sales collateral, case studies, whitepapers, catalogs, help manuals, copy writing, speeches, transcription, translation and technical writing.

For a complete description of CBP's document services, please visit our website, www.centerbp.com



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