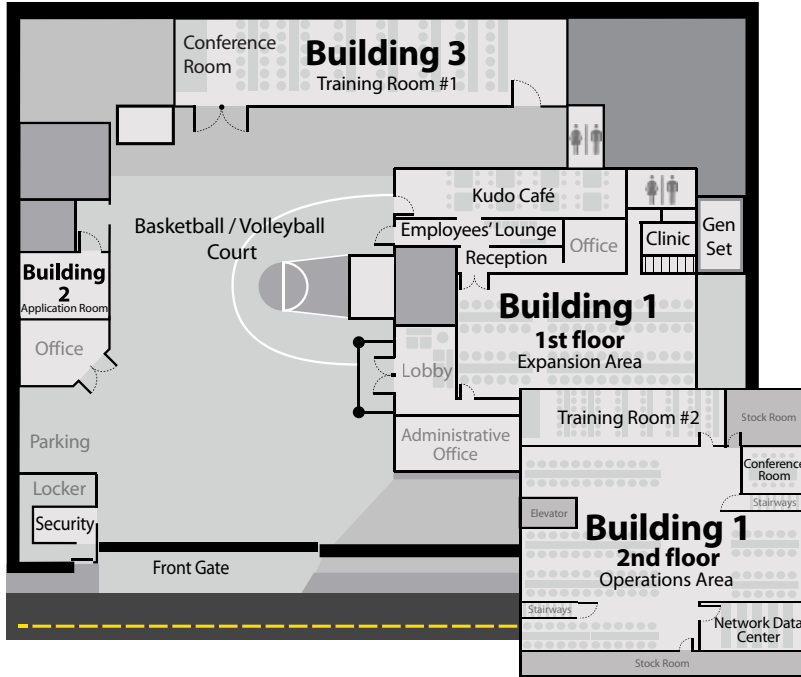


Providing first class service to customers

is something every business attempts to attain. Kudo Support's call center allows you to reach that goal. Here's some facts on how we can help your business succeed.



Overview of our Facility

Facility Size : +27,000 sq. feet
Seating Capacity : +650 agents/shift
Training Facilities : 2 with combined seating of 102 seats with A/V and sound systems
Operational : 24 hours/day x 365 days/year
On-site Employee Restaurant : Kudo Café, Open 24 hours 365 days/year

Internet Connectivity

Redundant Fiber Optic Connections using Multiple Data Providers
Fiber Optic Type : Fully Redundant STM-1 x 4
Bandwidth capacity : >60Mbps
Latency to USA : Typically 190ms-230ms
Routing/Firewalling : Cisco
Technical Staff : On-site 24 hours/day x 365 days/year

Data Center : Network Operations / Facilities

Client Equipment / Connectivity Options:
Co-location for client equipment : Yes
VPN Capability to Client Location : Yes
Fire-resistant, Biometric Secured Network Data Center. Facilities for client co-located equipment in both open bay or enclosed cabinet.
Supply voltage provisioning: 240 VAC
Load design : 220 Watts/sq. Foot



PBX Systems : Avaya & Asterisk, PSTN/VoIP/SIP

Agent Workstations / Specs. & Software
Fully licensed MS Windows with minimal 17" single or dual monitors. Soft and Hard-phone capabilities.

Facility and Operations Security :

Manned employee security check points
Video Surveillance

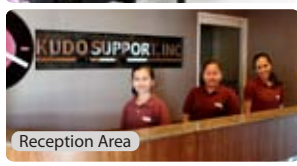
Access Control Systems in place :

ID Control Scanning with Visual Confirmation, Biometric, Proximity Electronic device policies covering usage of Cell phones, PDA's, camera's, memory storage devices, etc. in operations areas. All agent CPU activity recorded for security audits.



Power Backup :

Two layers of power backup exist in situations of utility power problems
- The first layer of protection is handled by Uninterruptable Power Supplies (UPS) on all network, communications and workstation equipment
- The second layer of protection is handled by a diesel generator and Automatic Transfer Switch (ATS) which will accept the full load within 20 seconds of a utility power interruption. The ATS provides additional protection to the facility against utility company Over/Under voltage and phase loss conditions.



We want to work with you. Call Us Now Today!!!