



Pearson Government Solutions

Pearson Government Solutions



- Pearson Government Solutions provides proven integrated solutions for the collection, management and dissemination of information for the federal, state and local government and postsecondary markets
 - Revenue: Over \$500 million in 2002
 - Number of Employees: Over 3,000
 - Nearly 30 years of experience in data management and processing
 - Providing proven integrated solutions
- Pearson Government Solutions is comprised of:
 - **Citizen Services Division**
 - **E-Government Division**
 - **International Division**
 - **Pearson Performance Solutions**
 - **KEI Pearson**

Relationships. Results.



- At Pearson Government Solutions we...
 - understand that your business model drives your requirements
 - carefully analyze your requirements and provide unique and innovative solutions that meet your business model
 - continually review the business model to ensure it is providing the best value to your program
- We are industry leaders in implementing performance-based service contracting models, including innovative share-in-savings arrangements
 - We partner with our customers and have a vested interest in the success of our programs
 - The share in savings arrangements allow our clients to take advantage of technological advancements without requiring up-front investments in technology
 - The advancements are funded by Pearson Government Solutions and are recovered through operational cost savings over a defined period of time
 - We establish service level agreements and performance metrics based on industry best practices and closely monitor our performance against those metrics, ensuring the results you want to achieve

Core Competencies

- **Customer Interaction Management**
- **Benefits Processing**
- **Human Capital Management**
- **Grant Management**
- **Document and Content Management**
- **E-Learning and Training**

Customer Interaction Management



From our award-winning customer contact centers to innovative transaction-based Web sites, our CIM services help our clients significantly improve their service delivery and customer satisfaction.

- **Call Center Management and Operations**
 - 24x7 Live CSR Support and Interactive Voice Response (IVR) Solutions
 - Knowledge Management Solutions
 - Computer Telephony Integration (CTI)
 - Multi-language Support and Telecommunications Devices for the Deaf (TDD/TTY)
- **Correspondence and E-Mail Processing**
- **Online Interaction Solutions**
- **Print and Publications Fulfillment**
- **Fax-on-demand**

Benefits Processing



Pearson Government Solutions provides complete, integrated benefits processing solutions that improve service quality for beneficiaries while also increasing operational efficiency for sponsoring agencies.

- **Beneficiary Outreach Services**
- **Transaction-Based Enrollment Processing**
- **Online Benefits Transactions**
- **Enrollment Data Warehousing**
- **Contact Center Solutions**

Human Capital Management



Pearson Government Solutions provides government organizations with end-to-end human capital management solutions that streamline and improve human resource service delivery. We leverage advanced technologies, best-practice HR processes, and workforce assessment and development tools to enhance overall service while reducing costs.

- **Organizational Management Studies**
- **Human Capital Planning**
- **Large-Scale Recruitment and Placement**
- **Assessment and Qualification for Positions of Public Trust**
- **Workforce Development**
- **Human Capital Operations Management**
- **Human Capital Processing**
- **Day-to-Day Human Capital Management Services**

Grant Management



We deliver integrated, end-to-end grant management solutions that provide better service to grant recipients and greater operational efficiency and cost-effectiveness for grant-making agencies.

- **Web- and Paper-Based Grant Management Solutions**
- **Customer Outreach and Program Marketing/Communication**
- **Grant Application Processing**
- **Eligibility Determination and Notification**
- **Fund Commitment and Disbursement**
- **Financial and Performance Reporting**

Document and Content Management



Pearson Government Solutions designs, develops, and operates custom document and content management and data collection solutions to help government agencies make critical business decisions and meet their objectives.

- **Large-Scale Document Management**
 - Sophisticated workflow management systems
 - Scanning, imaging, archival, and retrieval
- **Secure, Web-Enabled Data Collection and Reporting Systems**
 - Integration of multiple technologies and platforms
 - PIN and digital signature security to authenticate user identity
 - Secure Sockets Layer (SSL) and encryption keys to ensure data security
 - Skip logic, edit testing, and other methods to ensure data accuracy and quality
- **Database Design and Administration**
- **Data Warehousing and Data Mining**
- **Comprehensive, State-of-the-Art, Secure Data Center Facilities**

E-Learning and Training



Pulling from the resources of the largest integrated education company, Pearson Education, we can deliver the content, manage your e-learning programs, and deliver them to your organization in your preferred method: online, in-person, or in other media.

- **Custom Curriculum and Courseware Development**
- **Learning Management Systems**
- **Online Course Development and Delivery**
- **Content Management**
- **Educational Program Management**
- **Technical Training – Online or In-Person**
- **Electronic Testing and Assessment, and Professional Certifications**

E-Learning and Training



Your gateway to extensive e-learning capabilities.....

Organization

Citizen Services Division	E-Government Division	International	KEI Pearson
<p><u>Serves:</u></p> <ul style="list-style-type: none"> • Federal Government • Student Financial Aid • Higher Education <p><u>Provides:</u></p> <ul style="list-style-type: none"> • Delivery of health, education, and welfare benefits to citizens 	<p><u>Serves:</u></p> <ul style="list-style-type: none"> • Federal Government • Quasi-Governmental Entities <p><u>Provides:</u></p> <ul style="list-style-type: none"> • Electronic delivery of information, services, and benefits to citizens 	<p><u>Serves:</u></p> <ul style="list-style-type: none"> • Global Governments • Telecommunications Industry <p><u>Provides:</u></p> <ul style="list-style-type: none"> • Government solutions worldwide • Third-party telecom administration 	<p><u>Serves:</u></p> <ul style="list-style-type: none"> • Department of Defense • Military Agencies <p><u>Provides:</u></p> <ul style="list-style-type: none"> • Information management • Business modernization • Training and education

Citizen Services Division



- **Citizen Services Division**

- **We support government-to-citizen delivery of information, services, and benefits to help agencies achieve their missions**
 - Supporting the postsecondary education community and helping students pursue higher education by offering clients customer relationship management solutions, grant and scholarship management solutions, e-services and common authentication services

E-Government Division

- **E-Government Division**
 - Helps government agencies deliver their services electronically, increasing citizen satisfaction and reducing operating costs
 - Services include customer relationship management solutions, knowledge management and data collection solutions, e-services and e-learning solutions

International Division



- **International Division**

- Provides neutral, third-party service to U.S. and international governments to help in the deregulating telecommunications and utilities industries
- Services include program management solutions, inter-carrier communication solutions, knowledge management and reporting solutions and e-services
 - In Canada, we also serve private and public sector entities to help them move from a paper-based environment to conducting business in an electronic environment
 - Services include e-document management, forms processing and management, imaging services and fulfillment services

Pearson Performance Solutions



- **Pearson Performance Solutions** (formerly Forum Custom) is a leader in the the development of Corporate blended-training and performance solutions
- Helping leading companies solve important business problems and drive measurable business results through learning
 - Over 30 years in business serving leading organizations including 330 of the *Fortune* 500
 - Dedicated staff of over 120 Instructional Designers, Technologist and Graphic Artists
 - Core competencies in...
 - Analysis – Design – Development
 - Implementation – Evaluation – Measurement
 - Building training for multiple modalities of deliveries mediums
 - Web-based – Instructor-Led – Virtual Classroom
 - Asynchronous – Synchronous and more

KEI Pearson

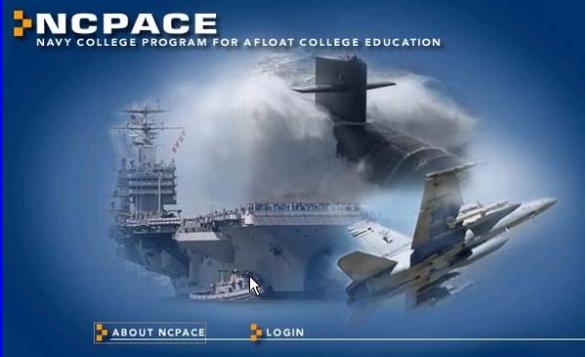


www.keicorp.com

- **KEI Pearson** (formerly KEI Pearson and before that Kajax Engineering, Inc.)
 - Serves the Department of Defense (DoD) through...
 - Secured information management
 - Business modernization
 - Training and education
 - \$400M business unit serving federal, state, and local government markets
 - 1,400 employees and 30 facilities/offices provide global reach
 - Headquarters in Arlington, VA
 - Focused on CMM Level 3 and ISO-9000 certifications

Serving DoD

KEI Pearson

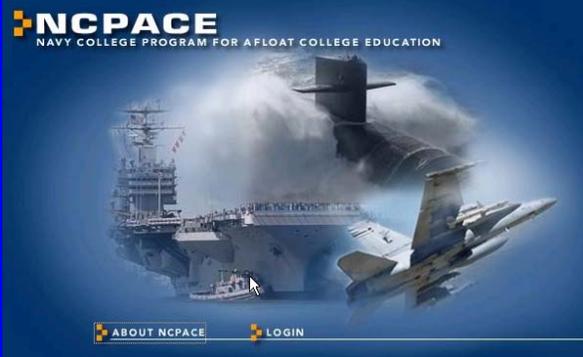


www.keicorp.com

- **KEI Pearson** delivers an array of IT services that range from technical training and certification, call centers and help desks, and systems integration to network management, information assurance, business process re-engineering, and logistics
- **KEI Pearson** is rooted in the Department of Defense through contracts with the Army, Navy, Air Force, and Joint Chiefs of Staff in the Washington, D.C. area and throughout the nation at a variety of Defense installations

Core Competencies

KEI Pearson



www.keicorp.com

- Training and e-Learning solutions and services
- HR and performance consulting
- IT and network management services
- Knowledge management and data collection
- Customer relationship management

Training



● **KEI Pearson** provides training to the Joint Chiefs of Staff at the Pentagon and to Soldiers and Sailors deployed around the world



– Supporting training needs from administration to logistics support for both online and instructor-led courses onsite and at our own Advanced Training Centers



– Offering professional skill instruction in areas such as project management, customer service and leadership as well as a full range of technical training for products including Microsoft Windows NT/2000/XP;.NET, Office Suite, Lotus, Cisco and Novell



– Offering vendor approved certification courses from Microsoft and Cisco

Representative Federal Customers

Defense and Military

- Defense Information Systems Agency (DISA)
- Defense Intelligence Agency (DIA)
- Defense Logistics Agency (DLA)
- Defense Threat Reduction Agency (DTRA)
- National Imagery and Mapping Agency (NIMA)
- US Air Force
 - Air Combat Command (ACC)
 - Learning Organization (AFLO)
 - Office of Special Investigations
- US Army
 - Army Materiel Command (AMC)
 - Information Management Center (IMCEN)
 - Records Management and Declassification Agency
- US Navy
 - Chief of Naval Education and Training (CNET)
 - Office of Naval Intelligence
- Joints Chiefs of Staff

Civilian

- Department of Agriculture
- Department of Commerce
 - Bureau of the Census
- Department of Education
 - Office of Student Financial Assistance Programs
- Department of Health and Human Services
 - Centers of Medicare and Medicaid Services
- Department of Justice
 - Immigration and Naturalization Service (INS)
- Department of Labor
- Department of Transportation
 - Transportation Security Administration (TSA)
- Department of the Treasury
 - US Secret Service
- Department of Veterans Affairs
- Office of Personnel Management
- US Postal Service

Case Study: TSA



We accomplished this in less than 8 months, including system design and integration to manage and operate the program.

- **For the Transportation Security Association (TSA)**
 - Pearson successfully accomplished the largest peacetime mobilization in our nation's history
 - TSA needed to recruit, assess, and hire federal security screeners for the nation's 429 commercial airports by November 19, 2002 – as mandated by Congress
- **Pearson Government Solutions:**
 - Processed over 6,037,140 web inquiries
 - Assessed over 328,051 applicants
 - Qualified over 129,120 candidates for employment
 - Hired 63,292 new federal employees
 - Continues to maintain day-to-day HR operations

Department of Navy



- **For the Department of Navy we deliver...**

- **A centralized e-Learning portal**
- **Instructor-led and distance learning courses aboard every Navy ship and submarine, and to every aviation squadron**
- **e-Learning to more than 85,000 sailors worldwide**
- **Access to 12 academic institutions, offering 35 degree programs and 220 courses, within 30 days of contract award**
- **The fastest-growing education service in the Navy**



Department of Labor EFAST



"This new system upgrades our technology capabilities to meet the challenges of the future. EFAST makes paperless electronic filing of Form 5500s a reality, which will result in lower costs and greater service."

*-- Alan D. Lebowitz, PWBA
Deputy Assistant Secretary
for Program Operations*



- **For the Department of Labor, Pension and Welfare Benefits Administration (PWBA), Pearson developed and operates the ERISA Filing Acceptance System (EFAST), allowing electronic filing and automated data capture of corporate ERISA plan filings to create a data warehouse for use by federal agencies**
 - Process more than 1.2 million federal filings annually, including the capture of over 25M distinct images
 - Receive over 40,000 calls for customer support & public information
 - Produce over 500,000 pieces of correspondence for filers, both electronically and through the U.S. Mail
 - Information is used by federal regulatory agencies and is critical in protecting the benefit plans of 200 million plan participants and beneficiaries

OPM Open Season Online



"According to a survey of more than 23,000 Open Season Online users, 92% rated the Web site "easy to navigate and use."

- Each year the U.S. Office of Personnel Management (OPM) conducts the Federal Employees Health Benefits (FEHB) Annuitant Open Season, allowing retired federal employees to access health benefit information and make enrollment changes
- In 1998, Pearson introduced Open Season Online, which allows retired federal employees to access information about health plans and make enrollment changes via an easy-to-use, secure Web site
 - 1.8 million retired federal employees
 - The population served by the FEHB program includes retired, often elderly, persons who may have serious medical conditions and limited incomes
 - Pearson provides accurate, timely, and confidential FEHB services that are critically important to ensuring the health benefits of federal retirees

Veterans Health Administration



- **Pearson provides the VHA multi-year, health quality outcomes and economic research surveys**
- **Survey health status of 1.5 million veterans**
- **200,000 veterans annually (8 surveys)**
- **Veterans benefits satisfaction with Pacific Consulting Group**
- **VA Palo Alto survey for alcohol/drug treatment**
- **Multiple waves of surveys**

FCC E-Rate



- **In partnership with the Universal Service Administrative Company and the National Exchange Carriers Association, Pearson developed a system to manage enterprise workflow and create a data warehouse and applications management process for the Federal Communications Commission E-Rate program, which administers funds for Schools & Libraries, Rural Health Care, and Universal Services for both High Cost/Low Income.**
 - Managed applications for commitment of over \$8.7B in funding, and the disbursement of over \$5.3B since program inception in 1998.
 - Forms design, automated data capture, inbound and outbound call center services, Web-based forms.
 - Integration of CRM software, Business Process Management workflow software, and database management/data warehousing software.

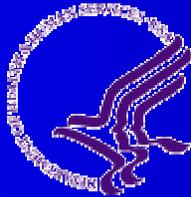
Electronic Federal Tax Payment System



- **For the Internal Revenue Service (in partnership with Anexsys) we enabled businesses and individuals to pay federal taxes electronically. We manage the enrollment process for businesses and individuals who elect to pay federal taxes electronically**
 - Forms design, printing, mailing, and fulfillment
 - Data collection, reporting, and quality assurance services
 - Pearson's facilities and systems are C2-compliant and have passed comprehensive IRS security audits



1-800 Medicare Helpline



- **For Health & Human Services, Centers for Medicare & Medicaid Services (CMS), Pearson manages and operates call and correspondence contact centers, responding to general and complex Medicare & Medicaid questions and providing publication fulfillment services**

- **Employ up to 950 phone agents at 6 separate call centers to handle more than 10 million calls annually**
- **Annually process more than 21 million publication requests using both pre-printed publications and print-on-demand capabilities**
- **Create and maintain the content used to respond to inquiries**
- **Create and operate a Data Warehouse to collect Medicare customer data**



Department of Education Public Inquiry and Editorial Services Contracts



Our 1-800-4FEDAID service has received an American Customer Satisfaction Index (ACSI) rating of 85.4, one of the highest ratings in the government arena.

- **For the Department of Education, Office of Federal Student Aid, Pearson responds to telephone and written inquiries from students, parents, financial aid administrators, members of Congress, the media, and others seeking information and problem resolution**
 - **Respond to more than 9 million telephone inquiries annually, achieving an average live answer rate of more than 95 percent on all lines**
 - **Prepare written responses to more than 200,000 pieces of correspondence annually, including Congressional and White House inquiries**
 - **Mail out more than 200,000 informational packets per year in response to telephone and written requests**

Department of Education FAFSA on the Web



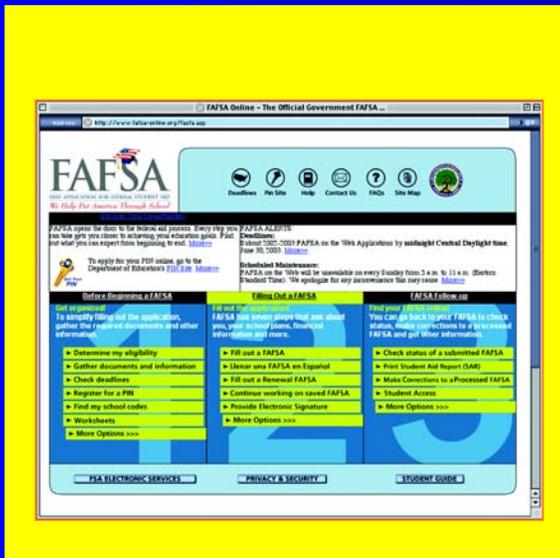
- For the Department of Education, Office of Federal Student Aid, Pearson designed, developed, and implemented the Federal Government's first secure Web application for use by the public for entry, transmission, and processing of Privacy Act protected data

- 70% of the 10 million applicants for student financial aid use the Web-based system

- Students use unique PINs to ensure data security and confidentiality

- FAFSA on the Web has won the following industry awards:

- Lycos Top 5% Award
- Industry Advisory Council's Government Award
- Government Executive Magazine's Top 15 Best Federal Web Sites Award
- Federal Computer Week's "10 Sites to Watch"
- 2000 E-Gov Pioneer Award
- 2001 E-Gov Explorer Award



Other Experience Highlights...

Federal



Bureau of the Census — Pearson operated one of three outsourced processing centers for Census 2000, processing 100s of millions of completed forms and achieving the highest quality ratings among the processing centers

Central Processing System — Pearson developed and operates the system that determines eligibility for all student financial aid applicants, processing 18 million records, performing more than 500 edit tests to ensure file correctness, and printing and mailing more than 13 million Student Aid Reports annually



Title IV Wide Area Network / Student Aid Internet Gateway — Pearson provided the network, software and system development, participant database, and customer support and training to enable the transmission of student financial aid data among more than 15,000 destination points. Pearson successfully migrated this system from a proprietary value-added network to the Internet in 2001



Internal Revenue Service — Pearson reengineered an existing paper-based survey to an online survey used to assess the quality of the IRS correspondence examinations while maintaining individual anonymity and confidentiality

Other Experience Highlights...

State and Local



University of California —

Pearson designed and implemented a Web transcript clearinghouse that images and transmits more than 20,000 transcripts used by University of California admissions officers to evaluate applicants online. Our solution supports a state initiative to accept the top 4 percent of every high school senior class in California.

New York and Illinois State Scholarship Programs —

Pearson provides full life cycle data management and fulfillment support to two of the nation's largest state grant programs for higher education.



Taxpayer Relief Act —

Pearson provides a Web portal, information clearinghouse, user support, and printing and mailing services to 240 institutions of higher education in support of their requirement to inform students of potential tax benefits and report enrollment and payment information to the IRS in accordance with the Taxpayer Relief Act of 1997.

Contract Vehicles

If you have any questions on how to contract with us or need additional information on our current vehicles, let us know

- GSA MOBIS
- GSA Schedule 70
- GSA ACES
- GSA Millennia
- GSA Millennia Lite
- GSA Program Safeguard
- GSA Call Center BPA
- GSA Ft. Huachuaca BPA
- Army/IMCEN
- VA BPA
- ITOP II
- COMMITS
- NIH CIO-SPII
- DOT STATUS

If your contract isn't here -- let us know! We often work with partners under their contracts as well