

Add short-term,  
scalable capacity  
to your contact center,  
exactly when you need it



*Security is our priority*

- *Highly secure, "pen-less" environment to protect sensitive information*
- *Stringent physical security protocols*
- *Adherence to all regulatory, compliance and privacy requirements*
- *Ongoing vulnerability assessment and penetration test scanning*

Online and mobile banking conversions often spike contact center call volume, resulting in long wait times, less-than-expected service and frustrated account holders. Don't put account holder retention and conversion success at risk. Call on Burst, from Harland Clarke - the best way to add short-term, scalable capacity to your contact center with no long-term commitment.

**WHAT'S DIFFERENT ABOUT BURST?**



**Short-term support with no long-term commitment**

Burst is designed to augment your existing contact center resources exactly when and for the length of time you need it, without a burdensome long-term contract. And while most providers want you to outsource your entire contact center to them, we're happy to handle any areas you need help with.



**Quick ramp-up**

Harland Clarke works with financial institutions every day and understands your needs and nuances. We apply our best practices and training protocols to get your core team of dedicated contact center specialists up and running in a matter of weeks. The result? A seamless experience for you, your existing staff and your account holders.



### Financial services experience you can trust

Besides the obvious benefits, the Burst solution comes with another important advantage: expertise from a company with 140 years of experience working with financial institutions like yours. We meet the most stringent regulatory and security requirements for some of the largest financial institutions in the country. We will handle your account holders with the same respect for their privacy as you do.



### An extension of your brand

Harland Clarke understands your business, your account holders and the unique issues and requirements you face. You can trust us to provide dedicated, professional representatives who know how to talk to account holders about financial matters and are trained to handle calls in your brand language.



### Flexible to fit your needs

Harland Clarke's Burst solution is the ideal way to expand your contact center short-term. We'll estimate capacity based on your event and put together a right-sized, scalable program tailored to your financial institution. We can also flex our staff up or down to accommodate changing call volume.

### What else is different? The Burst solution offers:

Inbound and outbound call services  
B2B and B2C capabilities  
Quick ramp-up time  
Flexibility to scale up or down based on call volume  
Comprehensive staff training for smooth implementation  
Dedicated, experienced representatives for high-touch service  
100 percent call recording  
Chat and email services  
English, Spanish, and French Canadian languages supported

### Call on BURST. Exactly what you need, exactly when you need it.

Harland Clarke's Burst solution is the answer to your short-term, scalable, contact center capacity needs with no long-term commitment required.

Strength in numbers –  
Harland Clarke Contact  
Center Solutions fast facts:

- *More than 20 million contacts last year*
- *1,000 production workstations with ready capacity*
- *850 highly skilled sales and service professionals*
- *Locations in San Antonio, Salt Lake City and Puerto Rico*
- *Ongoing vulnerability assessment and penetration test scanning*

To learn more about how Burst can help during conversions, mergers, acquisitions, branch closings or expansions, disaster recovery, data breaches and other events, call **1.800.351.3843**, email **contactHC@harlandclarke.com**, or visit **harlandclarke.com/BURST**.