



Facts at a Glance

PRWT Services, Inc., headquartered in Philadelphia, PA, is a minority-owned and operated business process outsourcing (BPO) company committed to providing superior service to the full range of its clients throughout the United States. Founded in 1988, PRWT provides BPO services such as mailroom services, lockbox, document processing, payment processing, scanning and imaging, walk-in and call center-based customer service, and toll collection operations services. PRWT is a certified minority business enterprise (MBE) in all of its locations. PRWT has been recognized over the past five years by Black Enterprise (BE) magazine as one of the 100 largest minority controlled service corporations in the nation, ranking #62 in 2007. Additionally, PRWT was awarded the U.S. Conference of Mayors Excellence in Public/Private Partnership Award.

What Do We Do?

Payment Processing - From cashier to mailroom management, we provide the staff and a creative and innovative approach for efficient, secure processing of incoming payments. These payments are made in person, by phone or mail. Our processes include teller intake functions, remittance processing and "lockbox" functions. Sorting, posting, and balancing are completed before final pick-ups

Call Center Services - PRWT handles inbound or outbound calls. The types of services: information, claims / complaint resolution, order inquiries, correspondence, fulfillment, enrollment, marketing support, surveys, scheduling, credit card transactions, welcome calls, training, training development and quality assurance

Document Processing - PRWT has the capabilities to integrate with all types of technology. Our document processing services include data entry and data imaging using state-of-art PC-based systems that enhance our service marketability and software engineering maintenance.

Claims Administration - PRWT provides the major functions associated with claims administration. Member services, provider relations, telephone/correspondence, collections, and managed care protocols are all services associated with healthcare claims administration

Mailroom Operations - PRWT provides all phases of mail processing where we open, sort, batch and quality check a high-volume of envelopes.

Toll Operations - The company provides toll services weekends and holidays where manual toll collections customer service functions are done. PRWT also provides support functions for electronic toll collections. The services include transponder fulfillment, processing payments/violations, customer service, lockbox, and scanning.

Technical Services - PRWT provides operational integrated solutions in the areas of office automation systems, system software development/administration, automated data conversion/collection, and business process improvements and associated training. In addition, internal and external technical support is provided.

Facilities Management - PRWT provides professional facilities management and outsourcing services focusing on complex and highly secure maintenance and management projects. Services include building operations and maintenance; roads and grounds maintenance; custodial and related services; specialized equipment operation and maintenance; security and armed guard services; and navigation locks and drawbridge operations.

Healthcare - PRWT has over 16 years of healthcare claims administration experience. PRWT provides Emergency Medical Services for cities including Philadelphia, PA, Houston, TX, Dekalb, GA, Columbus, OH, and Lenox Hill, NY. Services include customer service, payment processing, correspondence processing, collections, and data entry. For the New Jersey FamilyCare project, PRWT's contract services include mail operations, lockbox processing, scanning/imaging, and data entry. PRWT also provides specialized services for the statewide program including eligibility determination, image review, applications processing, and outbound customer service.

Sample Client List

- Affiliated Computer Services (ACS)
- Army Corps of Engineers
- City of Philadelphia
- Delaware River Port Authority (DRPA)
- San Francisco Department of Parking & Traffic
- Social Security Administration
- Virginia Department of Transportation

Key Facts

- Founded in 1988
- Over 1,200 Employees
- National Presence
- Certified Minority Business Enterprise
- Ranked #62 - Black Enterprise Top 100 Service Companies
- Recent Contract Awards - *past two years*
 - New Jersey Medicaid/FamilyCare
 - Louisiana Customer Service Center
 - Social Security Administration (re-bid)
 - Curran-Fromhold Correctional Facility (re-bid)
 - Orlando Orange County Expressway Authority (OOCEA)
 - Thurgood Marshall Federal Judiciary Court House
 - Florida A&M University (FAMU)

A Proven BPO & Facilities Management Provider	
PRWT processes <ul style="list-style-type: none"> ➤ 20MM mail items ➤ 3.6 MM inbound calls ➤ 4.4MM data entry items ➤ 13.8MM items scanned ➤ 7MM images reviewed ➤ \$1.0 billion payments ➤ \$30 million tolls collected 	USF Maintains <ul style="list-style-type: none"> ➤ 4.0MM square feet ➤ 48 buildings ➤ 10 bridges

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