



Pipkins Provides Pro-Active Support to Hosted Customers

Pipkins Protects Customers by Monitoring for Errors

Pipkins' hosted customer, Coventry Health Care, recently experienced an issue that could have caused scheduling problems. While performing normal monitoring duties, a Pipkins technician observed what was happening and intervened by contacting Coventry and immediately provided the solution. The Pipkins consultant offered not only the solution, but advised Coventry on correct procedures to prevent future problems. Pipkins' ability to view customer's activities in real-time enabled Coventry's problem to be resolved both quickly and efficiently, saving time and effort on the front-and back-end.

Coventry's experience is an example of how Pipkins backs its promise of exceptional customer care. For hosted customers, Pipkins continuously monitors every aspect of hardware, network traffic, and customer activities. Hardware is also monitored for errors during non-working hours, including issues ranging from a power failure to an inoperable cooling fan. Pipkins technicians are automatically alerted and respond to any problem, large or small, twenty-four hours a day, seven days a week. This ensures redundancy and disaster recovery for optimal performance. Often, issues are resolved before the customer is aware a problem exists.

Jessica English, Contact Center Analyst for Coventry Health Care, states "Our workforce management team noticed an issue and I was about to contact Pipkins' Support Team when they called me! It was truly comforting to know that Pipkins identified the issue and reached out to help. It is nice to know they are looking out for us." Pipkins' Customer Care Manager, Jim Hogan, states "Pipkins' proactive approach to addressing error alerts and resolving problems enables our support team to provide more efficient services to our customers and prevent worst case scenarios."

Pipkins provides the same level of pro-active support for all hosted customers. Continuous monitoring and advanced security result in maximum up time. Pipkins' approach to customer care provides more than a hosted solution; it also includes continuous monitoring, problem solving, and security, which enables companies to operate at maximum efficiency.

Pipkins, Inc.

16690 Swingley Ridge Road, Suite 150, Chesterfield, MO 63017
Phone: 800-469-6106 Fax: (636) 590-4454 Email: info@pipkins.com

Third Party Hosting

Pipkins provides additional protection for hosted customers through industry leading third-party hosting services from InterNap. InterNap provides eleven different internet communications backbones to ensure the highest level of protection available. Unlike vendors who use multi-tenanting where everyone shares the same database, each Pipkins customer has a separate and unique Oracle database and are not impacted or impaired by other customer's problems, ensuring maximum up-time.

SAS 70 Type II Level of Security

The Pipkins solution goes one step further to protect hosted customers via SAS 70 Type II level of security, one of the most important features of Software as a Service. SAS 70 Type II level of security is especially important for businesses in financial services, pharmaceutical or healthcare industries, anyone impacted or obligated to Sarbanes-Oxley, HIPAA, PCI-DSS and other industry or governmental compliance requirements, and especially anyone accepting credit card data over the internet. SAS 70 Type II security ensures the hosted facility is physically hardened. The firewall encompasses gold standard IPS inspection, providing a superior level of security.

About Pipkins

Pipkins, Inc. is a leading supplier of workforce management software and services to the call center industry. For the past twenty-eight years, Pipkins has created and delivered superior workforce management products for call centers of all sizes with thirteen industry-first applications. WorkforceScheduling.com, powered by Pipkins' premier product *Vantage Point*, the most accurate forecasting and scheduling tool on the market, provides a hosted, low cost, subscription-based, solution for managing call center workforce with feature rich and expandable solutions. Pipkins' systems forecast and schedule more than 300,000 agents in over 500 locations across all industries worldwide. For more information, visit www.Pipkins.com.

About Coventry Health Care

Coventry Health Care provides a full range of products and services, including group and individual health insurance, Medicare and Medicaid programs, and coverage for specialty services such as workers' compensation and behavioral health care. Currently, Coventry serves more than 5 million members in all 50 states across a full range of products and services. Coventry Health Care is driven to ensure that every person and organization served receives the greatest possible value for their health care investment. For more information, go to www.coventryhealthcare.com.