

# Capabilities Statement



## DIFFERENTIATORS

- 13 Industry-first Workforce Management applications.
- Our tools increase productivity and lower costs.
- Generate highly accurate workload forecasts and schedules.
- Real-Time Adherence monitoring.
- A single, dedicated database that is not shared.
- No syncing issues typical of multi-provider WFM solutions.
- Intraday forecasting is built in, not a 3rd-party add-on.
- Fully scalable.

## INDUSTRIES SERVED

- Broadcasting/Cable TV
- Business & Professional Svcs.
- Business Process Outsourcing
- Distribution/Warehousing
- Education
- Financial Services
- Government
- Healthcare
- Information Services
- Insurance
- Manufacturing
- Nonprofits
- Nutrition/Food & Beverage
- Petroleum
- Public Utilities
- Publishing
- Retail
- Staffing
- Telecommunications
- Telemarketing
- Transportation/Shipping
- Travel/Hospitality

## CORE COMPETENCIES

Pipkins, Inc. is a leading supplier of Enterprise Workforce Management (WFM) Solutions for the Contact Center Industry. Founded in 1983 with a specific focus on WFM, we are a privately-held, American-owned company headquartered in the Greater St. Louis area in Chesterfield, Missouri.

- Forecasting, scheduling, real-time adherence and vacation planning.
- Performance management.
- Hosted, premise-based and mobile WFM.
- Solutions to effectively manage at-home agents, back office and offsite staff.

## COMPANY DATA

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- DUNS: 188918973
- Small Business Certification
- NAICS (all): 541511, 541512, 541519
- CAGE Code: 44CZ4
- Accept Credit and Purchase Cards