

# Drive Business Success and Cost Reduction with Pena4's Business Process Outsourcing

Salaries and overhead costs continue to climb for business support services, making it increasingly difficult for companies to achieve required profit margins. Pena4's BPO services have reduced expenses and delivered up to 50 percent savings for clients for over 19 years.

## 4 Advantages to Pena4's BPO Services

Pena4 helps companies across various industries reduce their back-office domestic workforce in order to grow their domestic core business. Here are just a few advantages:

- **Cost Reduction:** Ability to realize true cost savings without compromising quality. Pena4 gives you immediate access to a talented pool of highly educated and experienced resources across multiple disciplines and industries.
- **Focus on Priorities:** When your back-office functions are outsourced to Pena4, your organization can refocus its attention on areas required to grow the business and revenue.
- **Improved Customer Satisfaction:** Pena4's customer service professionals develop and maintain relationships with your clients, providing firsthand feedback about their interest in products and services. We foster customer service excellence and promote continuous quality improvement.
- **Access to the Latest Technology:** IT software purchases and maintenance are often not part of the budget. Our IT support and data analytics give you access to the technology you need to remain efficient.

## Pena4 BPO Quick Facts

185  
clients

17  
states

including HI and Puerto Rico

20+

Canadian organizations

## How We Protect Your Data

### HIPAA and HITECH

Annual staff training on HIPAA & HITECH Privacy and Security Rules.

### Website and Software Restrictions

Employees have computer access to work product and applications only. No ability to save or store documents/data. No access to browsers or unauthorized websites.

### Biometric Digital Access

Access to each floor is restricted, open only to staff who are authorized entrance.

### Video Surveillance

Surveillance cameras located at the main entrance of each office building and on the entrances to each floor. Monitored by security personnel and management, 24/7 remote access to surveillance.

### Security Personnel

Security personnel assigned to office building entrances and on each floor. Employees must leave cell phones/smart devices with security prior to entering the building.

“The reality is that BPOs take on aspects of human capital management, things that can take a lot of time but don’t generate revenue.”

- Manny Peña, Chairman and CEO, Pena4

Pena4’s BPO solutions can be tailored to fit client needs, regardless of industry. Our portfolio of services includes data analysis, finance, human resources, IT support, client services, denial management and release of information.

### Data Analysis

People, process and technology utilize data to compile, track, trend and disseminate meaningful information using dashboards, reports, presentations and smart devices.

### Finance

Accounts receivable, accounts payable, collections, reconciliation, posting, payroll and financial reporting functions in addition to other finance resources and solutions.

### Human Resources

Application processing to speed up the hiring process and allow HR departments to onboard talented candidates before the competition can.

### IT Support

24/7 IT help desk support, maintenance and updates, systems implementation, application/systems testing and training in various areas.

### Client Services

Inbound and outbound calls, customer service / support, help desk, sales, telemarketing, surveys, technical support or any other client service or customer support function.

### Release of Information

Scanning, records management, document imaging and enterprise content management are just a few of the ROI services we offer.

## Pena4 is the superior choice in BPO

Expertise in serving small to large organizations

Experience with large and respected organizations throughout the United States such as Johns Hopkins Healthcare, Mount Sinai Health, Hackensack-Meridian Health

Expedited implementation and less ramp-up time required

Advanced process for needs assessment, education, training and staff assignment

Sustained cost savings through efficient implementation, process design, staffing, workflow, management and retention

