

## CUSTOMER SOLUTIONS OVERVIEW

*Creating Value and Loyalty Among Your Customer Base*





# BENEFITS SUITE SUMMARY



## IDENTITY THEFT SOLUTIONS

Identity Theft is the fastest growing crime in America, occurring once every four seconds. Identity Theft Protection services provide members with the sense of security that comes from advanced identity monitoring and alerts, 24/7 lost wallet assistance, guaranteed restoration services, ID theft insurance, and award-winning computer protection software.

---



## TECHNOLOGY SUPPORT

With advanced technology becoming the norm in homes and businesses across America, there is a need to access to live support around the clock. Ocenture offers technology support services that include 24/7 remote support, on-site support, data backup solutions, anti-virus and anti-spyware protection, a best practices assessment to offer suggestions for improved performance and security, and more.

---



## ONLINE DATA BACKUP

Whether it's music, photos, project files or tax returns, everyone relies on data. But few people actually have the necessary safeguards in place to protect against data loss. Ocenture's data backup services provide enterprise-class remote data backup solutions, including backup, sync, and share capabilities that support data security and recoverability across an unlimited number of devices.

---



## SHOPPING & ENTERTAINMENT

This benefit rewards members with savings on dining, shopping and entertainment purchases they make every day. Ocenture's Shopping & Entertainment product provides members with unlimited-use savings of up to 50% off at more than 300,000 locations throughout the U.S. and Canada. Dining gift certificates can also be included for use at more than 18,000 restaurants nationally.

---



## CREDIT MONITORING

In the United States, a credit score is much more than a number – it's an important part of everyday life. Ocenture's Credit Monitoring solution monitors bureau activity and alerts members to any reported changes on their credit report, in addition to providing innovative tools and resources to help ensure credit wellness.

---



## ROADSIDE ASSISTANCE

Whether driving around town or across the country, having access to help on the road 24/7/365 is important to individuals and families alike. Our Roadside Assistance program provides quick access to a live operator, who can dispatch a certified professional for towing, flat tire repair, fuel delivery service, lock out services and more.

---



## TELEHEALTH & MORE

Doctors office visits are rarely convenient for members and their families. With Ocenture's Telehealth program, members get access to top quality, cost-effective medical care and health care savings anytime, anywhere. Our network of U.S. board-certified doctors are available to resolve non-emergency medical issues by phone or via online video, 24 hours a day, 7 days a week.

## COMPANY OVERVIEW



## THE RIGHT PARTNER

Ocenture is an industry leader in private-label product development, support and implementation. The Ocenture system offers highly customized solutions to increase sales, profit opportunities and retention rates. Our clients include top home security companies, direct selling companies, financial institutions, national insurance companies, affinity groups, national associations, and marketing and sales organizations.

Our project management experience, industry knowledge and revenue generating product portfolio ensure the success of our private-label partnership programs. Ocenture proudly offers a diverse product line with speed to market capabilities that help our clients stay ahead of the competitive curve. Our product development teams follow a systematic approach to developing new products – fully collaborating with our clients, generating ideas for new products and services, creating a scalable engineering approach, establishing the delivery infrastructure, and providing marketing, sales, and customer service support.

- **Privately Held Company Founded in 2000**
- **100% Management Owned**
- **Headquartered in Jacksonville, Florida**
- **Listed on Inc. Magazine's list of the 500 Fastest Growing Companies**
- **Serving More Than 2.5 Million Product Users**







## PROTECTING CUSTOMERS' IDENTITIES...AND YOUR BOTTOM LINE

Once every four seconds, someone becomes a victim of identity theft. Criminals victimize millions of consumers each year by stealing and misusing personal information.

The personal time and financial cost to recover from Identity theft can be staggering. Recent data from Javelin Strategy & Research estimates that total expenses related to identity theft have risen to more than \$4,600 per incident, plus lost wages for the time it takes to resolve such issues.

Ocenture's white- and private-label identity theft protection solutions allow clients like you to leverage the relationship you already enjoy with your customers to build your brand, not a third party's. As a product differentiator, a cross-sell or a retention tool, identity theft protection services increase your customers' sense of security, while growing your bottom line and brand relevance.

- **Monthly & Real-Time Identity Monitoring**
- **Monthly & Real-Time Fraud Alerts**
- **Personalized Identity Risk Scores & Reporting**
- **Full-Service Identity Restoration**
- **Identity Theft Insurance**
- **Anti-Virus / Anti-Spyware Software**
- **Software Firewall**
- **Digital Vault**
- **Digital File Shredder**

**IdentaVault** [Contact Us](#) [Logout](#)  
Welcome John [My Profile](#)

Currently Viewing the Account of: John Sample

**Dashboard**  
Overview of all your account activities

**Monitoring & Alerts**  
View up-to-date monitoring results and alert details

**Family Commander**  
Add and protect qualified dependents

**Computer Protection**  
Protect yourself from virtual threats

**ID Insurance**  
Up to \$1 Million of Identity Theft Protection Insurance

**ID Restoration**  
Trained experts will guide you through potential ID Theft events

**Lost Wallet**  
Easily cancel and replace all items commonly carried in your wallet

**Resource Center**  
Get the knowledge to protect yourself

**Monitoring & Alerts**

Internet Surveillance

Internet Surveillance Scan

- Scanning 600,000+ Sites
- Checking Forums and Chat Rooms
- Scanning 250+ Social Media Feeds
- Checking 50,000+ Malware Samples
- Checking Spam Lists

Internet Surveillance Monitoring Results

New Alerts: **0** **Good News!**  
No alerts were detected during your Internet Surveillance scan. Identity Activity will continue to be monitored automatically. You will be notified via email if a new alert occurs. Feel free to add or edit information you would prefer to be monitored and scanned by using the Activity Monitored Tool below.

Monitoring Details

Description	Date of Detection
+ Internet Surveillance Report	02/02/2013



## LESS DOWNTIME FOR THEM. MORE REVENUE FOR YOU.

Ocenture's Technology Support offers on-demand access to reliable technicians 24 hours a day, seven days a week. In addition, our network of 14,000+ certified technicians are available to provide on-site support at deeply discounted rates. We also offer a comprehensive suite of technology support services that include: secure online data backup, anti-virus and anti-spyware protection, self-help support, and a best practices assessment.

- **Remote Tech Support**
- **On-site Tech Support**
- **Remote Data Backup**
- **Anti-Virus / Anti-Spyware Software**
- **Self-Help Database**
- **Best Practices Assessment**
- **Computer Hardware Insurance Policy**

**ITPlease**

**LIVE CHAT w/ Tech Support**  
Start Now!

Shopping Cart (0)  
Welcome Alex (logout)

Member Benefits | Member Discounts | My Account | Customer Support

### Technology Support at your Fingertips

Keeping Your Computer Up and Running...at Home and on the Go!

**Save Big On All Your Tech Needs!**

At ITPlease we put you on the road to incredible savings with access to reliable techs, useful services and discounted products! We make Technology work for you.

- [Unlimited Remote Support Minutes](#)
- [Up to 60% off Onsite Support](#)
- [Effective Self-Help Resources](#)

**Remote Support**

Technological advances allow for our technicians to take control of your computer and resolve your issues over the internet. Your plan entitles you to Unlimited free minutes of remote technical support each month.

[Learn More](#)

**Onsite Support**

We have a network of 14,000+ qualified, insured technicians nationwide that will solve computer problems at your home or office. As a member, you save up to 60%.

[Learn More](#)

**Self Help Solutions**

Have a question about hardware, software, operating systems, or peripherals?

Visit the self-help section with over 120,000 solutions.

[Learn More](#)

Contact Us | Privacy Policy | Terms of Service

Copyright © 2012 ITPlease All rights reserved.



## PEACE OF MIND FOR CUSTOMERS AND THEIR DIGITAL ASSETS

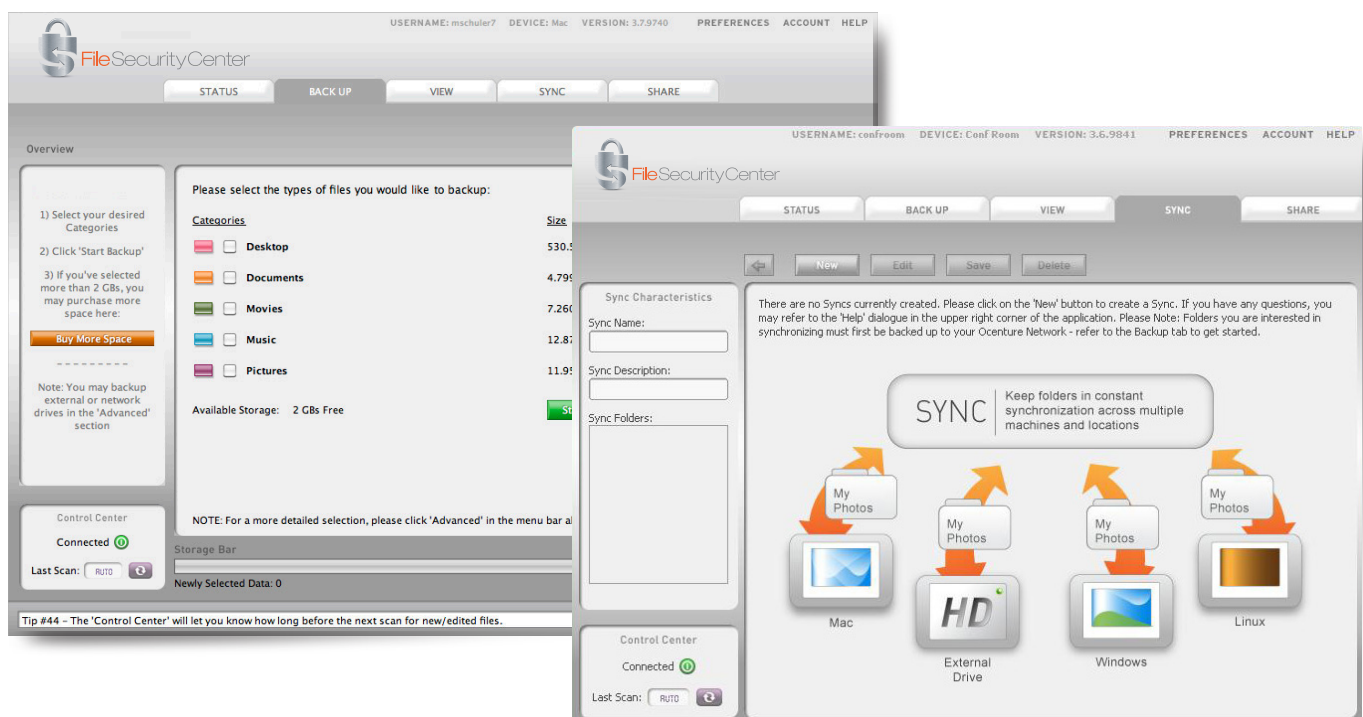
Ocenture's data backup solutions help protect valuable property with secure, off-site, automatic backup services that are easy to use and keep data safe from catastrophic loss.

### BACKUP. SYNC. SHARE.

We make backing up data simple and secure with state-of-the-art encryption, cross-platform support (Mac, Windows, and Linux), automatic backup, historical versioning, and retention of deleted files for as long as a member may need them. Our flexible sync solution ensures all of your important documents, pictures, music, and movies are in

constant synchronization among any number of devices. In addition, members can distribute all file types, including documents, music, movies, and pictures in private ShareRooms. Members can create as many ShareRooms as they need – there's no limit.

- **Secure Online Backup**
- **Secure Sync**
- **Easy Sharing**
- **Easy Restore**





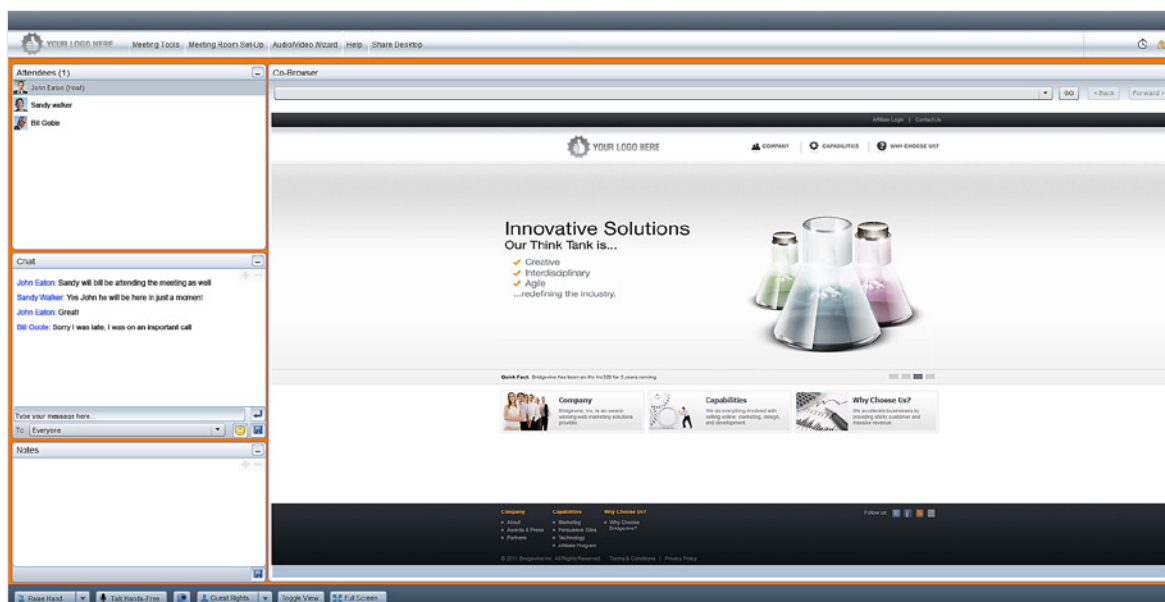


## COST EFFECTIVE TOOLS FOR CONDUCTING MEETINGS ONLINE

Audio and Web Conferencing are vital technologies to the small and medium-sized business (SMB) markets in the U.S. These tools are seeing increased adoption based on businesses' interest in cost savings, productivity improvement, mobility/telecommuting, and convenient collaborative communications. The total market for audio and Web Conferencing will grow at a five-year CAGR of 12 percent to \$2.7 billion in 2014.

Ocenture's Web & Video Conferencing allows users to share audio, high-quality video, and presentation files via web conference with clients, coworkers, prospects, and vendors. It's all done over the web...so they won't have any software hassles.

- **Document, Application, and Desktop Sharing**
- **Rich Multimedia Experience**
- **Integrated Audio**
- **Enhanced Video Services**
- **Meeting Recording, Editing, and Playback**
- **No Software to Download**
- **Easy Meeting Invites**
- **Meeting Chat**
- **Presentation Notes Panel**







## ENLIGHTEN YOUR SALESFORCE WITH STREAMLINED MESSAGING

Communicating to a constantly changing and a broadly dispersed salesforce can be challenging, especially when your team is organized in numerous multi-level down-lines.

Unified Messages is an easy-to-use tool for defining target groups in your down-line by title, location, time in the organization, or language preference. All members can create a down-line message using either an interactive telephone recording system (IVR), or by uploading an audio recording on the website. The application uses the attributes selected by the sender to deliver an audio and/

or text message to the desired audience, and notifies them of the new message using text messaging and/or emails.

Keeping in touch with your ever-changing workforce is now simplified and cost effective with Unified Messages.

- **Multi-Level Down-Lines**
- **Access via Phone or Online**
- **Speech, Text & Email Messages**
- **Custom Delivery Filters**

**UNIFIEDMESSAGES**

[Home](#) | [My Profile](#) | [IVR Instructions](#) | [Contact Us](#)

Welcome back, Robert | [Logout](#)

**MESSAGES**
FILTERS
SETTINGS
MY ORG TREE

New
Save

**Inbox**
Delete

	From	Subject	Length / Size	Received	Options
<input type="checkbox"/>	Bob Evans	IVR MESSAGE	12:17	03/27/2011 3:15 PM	
<input checked="" type="checkbox"/>	Jimmy Smith	IVR MESSAGE	8:35	03/27/2011 02:43 PM	
<input type="checkbox"/>	Terry Barber	FW: check this out	10:34	03/27/2011 11:26 AM	
<input type="checkbox"/>	Sammy Davis	Schedule Next Week	14 KB	03/26/2011 04:54 PM	
<input type="checkbox"/>	John Miller	IVR MESSAGE	2:32	03/26/2011 01:23 PM	
<input type="checkbox"/>	Ralph Marth	FW: Sales Sheet	103 KB	03/25/2011 11:26 AM	
<input type="checkbox"/>	Jimmy Smith	IVR MESSAGE	7:12	03/19/2011 11:26 AM	
<input type="checkbox"/>	Sammy Davis	IVR MESSAGE	2:33	03/18/2011 04:54 PM	
<input type="checkbox"/>	Jimmy Smith	IVR MESSAGE	8:35	03/21/2011 02:43 PM	
<input type="checkbox"/>	Terry Barber	FW: Expense Reports	123 KB	03/06/2011 11:26 AM	
<input type="checkbox"/>	Sammy Davis	Schedule Next Week	14 KB	02/29/2011 04:54 PM	

[Select All](#) | [Unselect All](#)

[Previous](#) | [1](#) | [2](#) | [3](#) | [Next](#)

\*Inbox items are deleted 30 days after being created.

[Home](#) | [Contact Us](#) | [Privacy Policy](#) | [FAQs](#)

© 2011 One Office Center | Unified Messages



## CREATING VALUE WITH EVERYDAY SAVINGS

Ocenture's dining, shopping and entertainment discount program provides members with savings of up to 50% at 300,000+ locations across the U.S. and Canada, including movie theaters, concerts and theaters, sporting events, fitness clubs, retail shopping and much more.

Members also have access to rental car discounts, hotel discounts and vacation rental discounts that can be used at thousands of locations worldwide.

- Theme Parks
- Sporting Events
- Movie Theaters
- Everyday Shopping
- And Much More...
- Restaurants
- Travel
- Museums & Zoos
- Health & Fitness

Secure Login

## Never Pay Retail Again!

- ✓ Theme Parks
- ✓ Travel
- ✓ Museums & Zoos
- ✓ Restaurants
- ✓ Movie Theaters
- ✓ Everyday Shopping
- ✓ Sporting Events
- ✓ DVD Rentals
- ✓ And Much More...

Not a Member yet?  Enter Promo Code

Save at Over **300,000** Locations

### What is Funvantage?

Funvantage is a dining, shopping and entertainment discount program providing members with unlimited-use savings of up to 50% at 300,000+ locations nationwide, including theme parks, concerts and theaters, sporting events, personal fitness clubs, movie theaters and DVD rentals, retail shopping, restaurants and more. In addition, members enjoy big savings at 18,000+ locations throughout the U.S. by using the free restaurant gift certificate included in the program every month.

### Features include:

- ✓ 1 Free \$25 Restaurant Gift Certificate Each Month
- ✓ Unlimited Movie tickets for only \$6.50 each
- ✓ Up to 30% off on DVD Rentals at Blockbuster
- ✓ Up to 50% off on Theme Park Admissions
- ✓ Up to 50% off on Sporting Event Tickets
- ✓ Up to 50% off on Museum Admissions
- ✓ Up to 50% off on Zoo & Aquarium Admissions
- ✓ Up to 50% off on Live Concert Performances & Musical Theatre
- ✓ Up to 50% off on Health & Fitness Clubs
- ✓ Up to 50% off at participating Retail Stores
- ✓ Up to 50% off on Rental Car Reservations
- ✓ Up to 20% off on Hotel Rooms & Vacation Rentals
- ✓ Up to 50% off on Automotive Services and Parts
- ✓ And more!



## KEEPING MEMBERS MOVING AND ON THE GO

Ocenture's Roadside Assistance program offers progressive levels of emergency roadside service and other discount benefits designed to provide peace of mind and help members when they need it the most. Our professional network of dispatchers is available 24 hours a day, 7 days a week, throughout the United States, Puerto Rico and Canada.

- **Roadside Assistance**
- **Locksmith Services**
- **Fuel Delivery Services**
- **Car Rental Discounts**
- **And Much More...**

[Home](#) | [Contact Us](#)  
[START HERE](#)

[Roadside Services](#) | [Automobile Services](#) | [Other Services](#)



Member Name: Joe Sample  
Member #: F3334660-45798  
Valid Thru: 11/29/2013

**ROAD ASSURANCE MEMBERS ENJOY:**

- ✓ Roadside Assistance
- ✓ Locksmith Service
- ✓ Fuel Delivery Service
- ✓ Car Rental Discounts
- ✓ And Much More...

**PERSONALIZED TRAVEL DISCOUNTS**

**Dine, Shop, Travel and Save.**  
Simply contact your personal concierge for assistance with any medical emergency, lost or stolen wallet, international dining, tickets and events, and much more.

**CAR RENTAL DISCOUNTS**

Road Assurance makes renting a car easy and affordable. Choose the online reservation portal or make the reservation with one of our helpful representatives. Either way, your car rental experience will be pleasant, hassle free and most importantly cost effective.

[Home](#) | [Contact Us](#) | [Roadside Limitations](#) | [Member Guidelines](#) | [Privacy Policy](#) | [Web Site Terms of Use](#)  
© 2013 Roadside Assurance





## PROTECTION FOR YOUR CUSTOMERS AND THEIR BUSINESSES

Ocenture has partnered with Monitronics, Reliance Protection, and GE Security to provide state-of-the-art UL monitoring solutions under the Trust Alarm brand. Monitronics (U.S.) and Reliance Protection (CA) are two of the largest and fastest growing residential alarm security companies and are both award-winning, CSAA 5-Diamond certified monitoring centers. The GE Security brand is the gold standard in home alarm security and monitoring systems. All Trust Alarm protection packages are professionally installed and operationally verified. None of our home security systems are self-installed or do-it-yourself. We provide a professional installation on every alarm system at no additional cost to your customers.

To accomplish this, Trust Alarm has created a nationwide network of certified installation technicians that are professional, bonded, licensed, and insured. All this value and security is available to your customers for less than \$2 a day.

- **Award-winning Monitoring**
- **Superior GE Security Equipment**
- **Professionally Installed**
- **Wireless Installation**
- **Remote Arm & Disarm**
- **Surveillance Camera-Ready**
- **Flexible Protection Packages**

**Monitronics**  
Powered by TRUSTALARM

PACKAGES EQUIPMENT MONITORING

**PREMIUM PROTECTION**  
for less than \$2 a day

- Professional Installation Included
- Reliable GE Technology
- Award-Winning Monitoring

Get Started by selecting a Protection Package below:

Premium Protection	Premium Protection +	Ultimate Protection
<b>Select Premium</b> No Payment is Due At This Time	<b>Select Premium +</b> No Payment is Due At This Time	<b>Select Ultimate</b> No Payment is Due At This Time
All Equipment is Yours <b>FREE</b> of charge <b>\$1000 VALUE!</b>	All Equipment is Yours <b>FREE</b> of charge <b>\$1200 VALUE!</b>	All Equipment is Yours <b>FREE</b> of charge <b>\$1600 VALUE!</b>

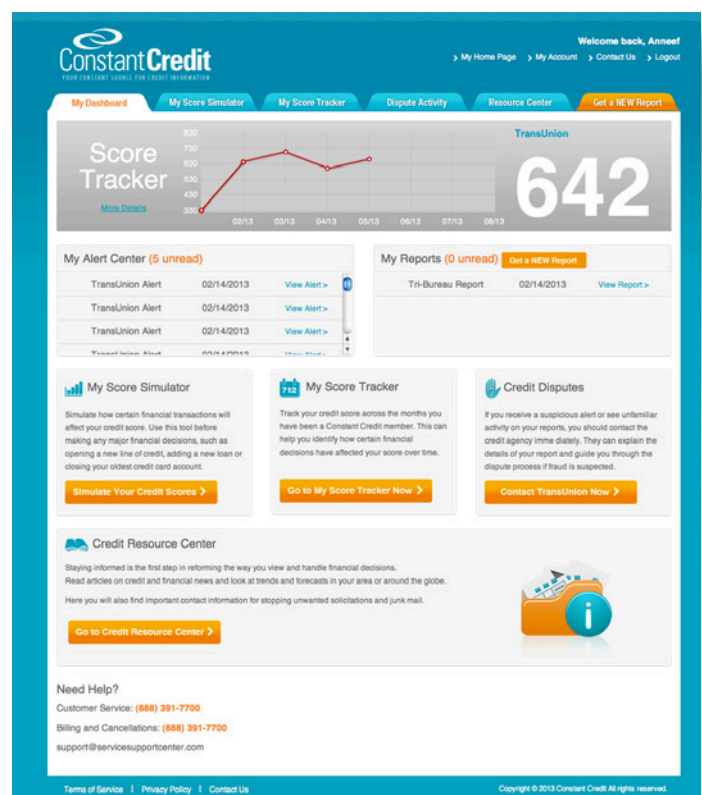


## GIVING CUSTOMERS CREDIT WHEREVER AND WHENEVER

Ocenture's Credit Monitoring programs offer members a one-stop solution for the credit information they need to become – and stay – an informed consumer. With our comprehensive plans, members can review their past credit history, check their current score and even use a simulator tool to get insight into what their credit could look like tomorrow.

Ocenture's Credit Monitoring programs offer a direct connection to the three major national credit bureaus as well as an innovative virtual toolset to provide members with the most complete and cost-effective offerings on the market today.

- **Credit Monitoring**
- **Real-Time Alerts**
- **Identity Validation**
- **Full Access to Credit Reports**
- **Score Tracker**
- **Score Simulator**
- **Resource Center**





## PROVIDING CONVENIENT, COST-EFFECTIVE HEALTH CARE

Ocenture's Telehealth program gives members access to top quality healthcare and savings, wherever and whenever needed. Our program includes a network of U.S. board-certified doctors who are available to resolve medical issues by phone or online video, 24 hours a day, 7 days a week. Our doctors can diagnose, recommend treatment and write non-DEA controlled prescriptions.

In addition, Ocenture's Telehealth program includes special savings and discounts on health care needs such as prescriptions, dental, vision, labs and more.

Our Prescription Savings Card allows members and their families to pay a discounted fee at the point of service for both name-brand and generic prescriptions at widely recognized participating pharmacy locations nationwide, including independent and local neighborhood pharmacies.

Ocenture's Telehealth program is not insurance, but simply a better way for individuals to get the care they need quickly, easily and cost-effectively.

- **Free Doctor Consultations**
- **Free Psychologist Consultations**
- **Free Nurse Line**
- **Prescription Savings & Discounts**
- **Chiropractic Discounts**
- **Alternative Health Savings**
- **Savings on Dental & Vision**
- **Discounts on Labs & Imaging**
- **U.S. Board-Certified Physicians**

The screenshot displays the Direct Remedy website interface. At the top, the logo "Direct Remedy" is visible alongside a welcome message for "John". Navigation tabs include Home, What is Direct Remedy?, How Does it Work?, Certified Physicians, Member Benefits, and Member Support. The main content area features a "My Benefits Dashboard" with a description of the service as a "Your Direct Source for On-demand Medical Access and Health Savings." Below this, there are expandable sections for "My MD Access", "My Nurse Line", "Prescription Savings", "My Dental Plan", "My Eye Plan", "My Counselor Access", "Whole Health Network", "Direct Labs", and "Direct Imaging". Each section includes a brief description and a link to expand. On the right side, there is a "Benefits Directory" listing specific services like "My MD Access", "My Nurseline", "Prescription Savings", "My Dental Plan", "My Eye Plan", "My Counselor Access", "Whole Health Network", "Direct Labs", "Direct Imaging", and "Child & Elder Care", each with a phone number and a link to start a consultation or visit a website.







#### **United States**

##### *Corporate Headquarters:*

6440 Southpoint Parkway  
Suite 300  
Jacksonville, Florida 32216

##### *Mailing Address:*

PO Box 1559  
Ponte Vedra Beach, Florida 32004

(904) 766-1600 Voice

(407) 393-5517 Fax

[us@ocenture.com](mailto:us@ocenture.com)

#### **Romania**

Str. Pantelimon Halipa nr. 13B  
Iasi, 700661 Romania



ACCREDITED  
BUSINESS