



# Business Process Outsourcing



## Enhance Your Customer Relationships with Our BPO Solutions

Our proven Contact Center and Back-Office Processing workforce solutions mean that we quickly and efficiently meet service levels, address seasonal peaks, and handle new and growing businesses.

**3,800+**  
ASSOCIATES  
**220+**  
CLIENTS  
SERVING

## Why Partner with Nelnet Business Process Outsourcing?

The key to exceptional customer service is forming positive relationships that drive loyalty and repeat business. To do that, you need dedicated contact center agents who are experts at what they do, and have substantial experience in meeting the needs of your customers.

Nelnet Business Process Outsourcing draws on 40-plus years of experience to provide you and your customers with high-touch, white-labeled customer care designed to build goodwill, increase lifetime value, and elevate customers' feelings about your brand—all while driving operational costs down.

- ✔ **We elevate customers' feelings about our clients, build trust, and drive lifetime value** through positive, productive engagement that results from our high-touch, white-labeled customer care.
- ✔ **We create a safe, seamless, and satisfying customer experience** by understanding our client's brands, products, and processes to strengthen the relationships with their customers and quickly address and effectively resolve any issues.
- ✔ **Our commitment to service is ingrained in our culture.** Our associates embrace their role as your brand ambassadors and are committed to measuring our success by the satisfaction of those we serve.

## SOLUTIONS TAILORED TO YOUR NEEDS

Our innovative, secure solutions can be personalized to your organization's needs. We integrate them with your systems seamlessly, adding operational efficiencies and regulatory oversight, and creating better customer experiences.

# Our Solutions

## CONTACT CENTER

Our associates deliver exceptional customer service in complex, regulated markets to help you build and maintain positive customer relationships. Using our best practices and white-label process, we convey your brand as you would.

**Our completely onshore contact center associates can assist with:**



- Inbound/Outbound Call Center Services
- Customer Communications
- Pre-Default Account Management
- Delinquency Prevention
- Skip Tracing

## BACK-OFFICE PROCESSING

We deliver efficient, effective, and scalable back-office processing with advanced customer transparency and reporting – on time, and at a cost that meets your needs and fits your budget, resulting in great service to your customers.

**Use our proven best practices, dedicated people, and innovative technology to help your organization with the following services:**



- Data Processing
- Application Processing and Verification
- Intake and Imaging
- Credit Dispute Processing
- Mail Fulfillment
- Payment Processing

## WHO WE ARE

With over 40 years of proven BPO expertise and experience, Nelnet provides best-in-class contact center and back-office processing solutions and results for our clients.

Our team is composed of 3,800+ associates nationwide, with three primary physical locations in Lincoln, Nebraska; Centennial, Colorado; and Madison Wisconsin, plus 11 more facilities in six states, as well as remote. We work with over 220 clients across a range of industries, from education, finance, and non-profits to government, healthcare, and professional services. We can adapt our services to fit any client's needs.

## Partner with Us

Learn more about how our trusted team and proven solutions can elevate your organization.



[nelnetinc.com/BPO](https://nelnetinc.com/BPO)



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