

# Capability Statement

## Strict budgets, limited staff, and ever-changing regulations create a challenging operational environment.

With over 36 years of responsive customer service and top-rated receivables management experience, Windham seeks to establish high-value relationships with federal agencies and public sector partners to achieve vital financial management and customer experience (CX) goals. With decades of highly rated service with the U.S. Department of Education and dozens of state agencies, Windham provides demonstrated past performance as both a prime contractor and subcontractor supporting the needs and service requirements of public sector customers nationwide.

Windham provides compliant, tailored lifecycle solutions that meet individual agency operational objectives and public policy goals. We leverage a highly trained workforce coupled with a commitment to continuous improvement to strengthen and enhance the federal government's fiscal, operational, and customer experience (CX) objectives. Windham has a long history and commitment to helping meet the government's small business, teaming and mentoring participation goals. We employ efficient and secure leading-edge technologies and tools to deliver and connect federal customers to needed information and services.

### Technology

- + Customized customer contact platform with automated solutions to support effective treatment strategies
- + 100% call recording with voice analytics
- + Document management applications accelerating document submission, return, and storage
- + Omni-channel communication: SMS text, email, agent- and bot-assisted chat, blast messaging
- + Mobile-friendly website
- + Customizable, integrated Customer Relations Management (CRM) application
- + System engineered with 50% excess storage and processing capabilities
- + System capable of managing and supporting 5 million accounts without expansion

### Compliance

- + Recognized by FSA as having one of the best compliance records of PCAs working the Default Collection Services Contract
- + Protecting Personally Identifiable Information (PII) with physical and technological safeguards
- + Formal Compliance Management System (CMS) aligned with **ISO 9001**'s Quality Management Principles and designed to ensure business strategies that prevent regulatory violations and protect consumers
- + American Society of Quality (**ASQ**) Certified Quality Auditor certifications

### Security Standards

- + Active Authority to Operate (**ATO**)
- + Federal Information Security Management Act (**FISMA**) and ISO 27000 compliant
- + **PCI-DSS** certified & **HIPAA** compliant
- + Risk mitigation strategies with Continuation of Mission Critical Services Plan in place

### Contact Us

**Dave Lubets, Executive Vice President**  
sales@windhampros.com  
windhampros.com  
(877) 682-4843

## Company Data

DUNS No.: 121-00-6738

GSA Schedule Contract Holder:  
Professional Services Schedule (PSS)  
GS-23F-0030U

SINs: 520-4 Debt Collection  
520-5 Loan Servicing and  
Asset Management\*

NAICS: 561440 - Debt Collection  
522310 - Mortgage and  
Nonmortgage Loan  
Brokers\*  
541611 - Administrative  
Management and  
General Management  
Consulting Services\*

\*Modification Submitted

CAGE ID: 4KQ72

CPARS: GS23F0030U  
EDFSA1500030

SAM.gov Registered

## Past Performance

### Multi-Year Federal Contract Holder

- FSA original contract awarded in 2009 (ED-FSA-09-O-0021)
- Performance and regulatory compliance resulted in a two-year contract extension (ED-FSA-15-O-0030)

### Subcontracting

- Award Term Extension (ATE) ED-FSA-17-O-0007, an extension of ED-FSA-09-O-0020

### Recognition

- Consistent top-tier performer (Top 5 of 22 FSA contractors)
- "Very Good" regulatory compliance rating in CPARS

### CPARS Testimony

*"Windham staff have a history of cooperative and helpful business relations. They also provided timely responses to information requests and submitted requested reports within the established timeframes."*

### CPARS Results (04/21/16 - 04/20/17)

- #1 in dollars collected for defaulted student loans: \$107.5M
- #1 in processed administrative resolutions: 11,178 resolutions
- #3 in rehabilitated defaulted student loans: 139,734 rehabs

### Notables

Department of Defense Military Spouse Employer Partner

Boston Globe Magazine's Top 100 Women-Led Businesses of Massachusetts

Training Magazine's Top 125

