

The UNICOR Services Business Group

The Onshore Advantage

For more than 30 years, UNICOR's Services Business Group has offered a full range of services which include data and document conversion; digitizing; electronic imaging; printing and bindery; contact center/help desk support; forward and reverse logistics; warehousing/distribution, and even laundry services, all with one-stop shopping ease.

Our goal is simple and straightforward: We strive to be your Number One source when seeking a service provider who can offer custom solutions to fit your unique needs and applications. Whether providing services to the Federal Government, federal contractors, or commercial firms, the Services Business Group offers several competitive advantages.

Not just a good choice...but the right choice! Beyond our skilled workforce, nationwide coverage and proven expertise, you can trust us to do the right thing. As a Department of Justice component, UNICOR adheres to a strict code of ethics and incorporates only the highest standards of business practices with broad reaching purpose. And we've taken significant strides to transition portions of our operations to fully comply with the Government's greening initiative. The changes implemented, to date have achieved environmental significance, while stretching and adding value to our customers' purchasing dollars.

For each dollar spent on the services offered through UNICOR, you benefit from a job well done... and something more. Every purchase simultaneously supports positive change by providing our federal offender population valuable

job and life skills training, so that their prospects to one day become socially well-adjusted, tax-paying citizens will be more likely.

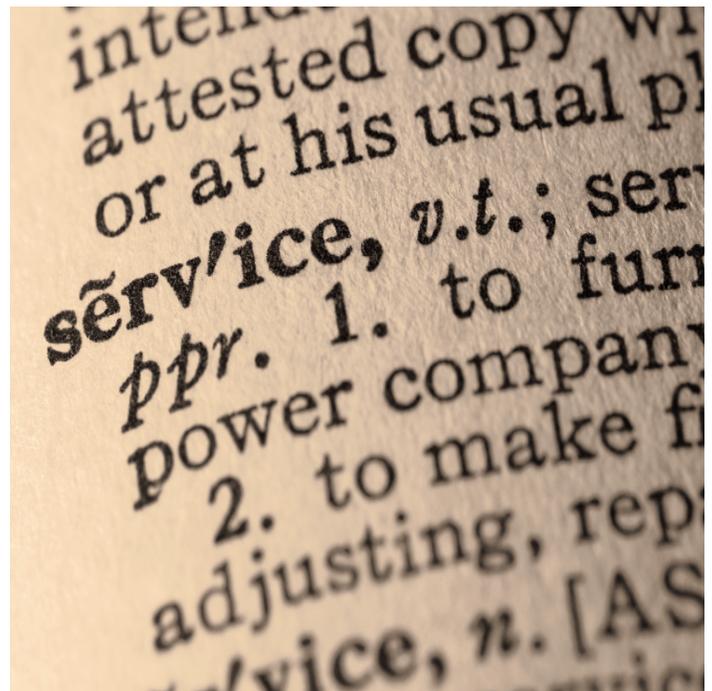
U.S. Workforce, U.S. Operations

There's no need to deal with the hassles and logistical nightmares often associated with outsourcing in a foreign country! We perform many of the labor-intensive services that are moving offshore. And we continually investigate new opportunities to provide skilled labor to commercial firms looking for a stable, productive workforce.

Want to Know More?

For more information about our full range of services, and to see a comprehensive video of our offerings, please visit us at

www.unicor.gov/services





Contact Centers/Help Line Services



Data Services/Document Conversion

Some interesting facts about UNICOR Services Business Group.

150,000 pages converted and tagged weekly for the Patent Trademark's publishing contractor

2 million + pieces of outgoing mail processed monthly by our fulfillment centers

23-point Quality check system for optimal results.

30 + years of proven, quality services you can count on

DATA SERVICES

UNICOR Services Business Group has over 30 years experience in data conversion. We can handle virtually any conversion task quickly, economically, professionally and accurately. Our workforce receives intensive training and are supervised by data conversion professionals. As our customer, you have direct contact with the manager responsible for your job, thereby assuring clarity and immediate follow up regarding your work requirements and delivery needs.

As a cost-effective source, UNICOR Services Business Group can be awarded your contract without time consuming competitive bidding. Simply use your own purchase order form, MIPR, interagency agreement, blanket purchase order or contract and you can be quickly on your way to putting your paper-based information into a form from which you can benefit most.

What We Do...

UNICOR Data Services

specializes in Electronic Imaging Services and OCR/ Indexing/Coding Services for Federal agencies and their contractors. UNICOR provides conversion for a wide range of documents:

- Capture and conversion for EDMS (Electronic Document Management Systems) and drawing conversion
- Distribution on standardized media
- GIS and CAD applications

UNICOR Data Services has an outstanding reputation in converting the following:

- E-Government documents
- Tech manual text and illustrations
- Office correspondence and file folders
- Litigation support documentation
- Training and policy manuals
- General text conversions
- Environmental and technical reports
- Contour maps and nautical charts

CONTACT CENTERS

We have the experience, we have the quality control, we have the cost-effective labor pool, and we have the facilities nationwide to offer a highly competitive alternative to off-shore outsourcing.

Let's face it, outsourcing off shore can be a hassle. There are language barriers, varying monetary exchange rates, time differences, and simply visiting your contact center can involve a transoceanic flight. When you outsource with UNICOR, your contact center is located in the United States, and those issues disappear. Your company will enjoy all the benefits of a domestic operation, with the cost savings of going off shore. When you partner with UNICOR, your company is providing valuable job skills to federal inmates while it repatriates jobs back from overseas.

It's truly a "win-win" situation for all involved. Contact us today and find out how UNICOR can become your #1 Contact Center outsourcer.



Distribution & Warehousing Services

PRINTING/BINDER Y SERVICES

The Services Business Group currently operates three state-of-the-art printing operations located throughout the United States. Our primary goal at each location is to provide high quality process color printing and complex bindery services. Our finished products are top quality and meet all customer specifications. We have years of experience in meeting and exceeding our customer orders.

Our strength lies in printing the kinds of jobs most government agencies require. Our versatility and flexibility allow us to handle most print requests, whether it's for a million envelopes or a small run of administrative manuals, and just about everything in between!

When you work with UNICOR, you're not sending your job to an unknown entity. Your relationship with us is personal because you'll work closely with one of our highly qualified print or distribution specialists. They track your job from the first day to make sure you get exactly what you

want, when you want it. They answer technical questions, give you quotes, and make on-site visits to your agency.

Our facilities and personnel give us the ability and knowledge to cover all aspects of your printing needs and requests.

Our 23-point quality check system, verifying image quality and job specifications at all points in the layout and printing processes, ensures your job will be printed to your satisfaction. With UNICOR, (another government agency) no bidding is necessary! UNICOR is also authorized by the Congressional Joint Committee on Printing (JCP) to provide quality printing services to the Federal Government. (Joint Committee on Printing, Congress of the United States, Government Printing and Binding Regulations, No. 26, Paragraph 47, Page 24.)

REVERSE LOGISTICS/DISTRIBUTION SERVICES

UNICOR has over 20 years of experience with our distribution locations throughout the country



Printing & Bindery Services

providing:

- Direct mail service
- Order fulfillment
- Assembly and packaging
- Repackaging

UNICOR provides distribution and fulfillment services to government and commercial companies alike throughout the United States. We currently provide services in our Distribution Centers that include shoe distribution and sorting, bulk literature distribution, catalog and forms distribution and magazine fulfillment. Our customers include the Thrift Savings Plan, as well as a number of commercial firms which have chosen to work with UNICOR rather than sending their work outside the U.S.

UNICOR has over 100 potential sites located throughout the country that can warehouse your products and provide order fulfillment services customized to your needs, whether your project is a one-time mailing or an ongoing commitment.

Why specify UNICOR Services

- **Skilled work force**
- **Low labor rates**
- **Nation-wide locations**