



Sales and Marketing Support Services



Direct Connections International

services designed to create and manage sales growth



DCI has a 16 year history of providing live customer interactions

- **We are Committed** to quality, have a good reputation, and our value-add mindset delivers real results.

Today, DCI offers a whole suite of core services

- **Lead Generation**
- **Appointment Setting**
- **Record Cleanup**
- **Event Registration**
- **Voice Broadcasting**
- **Market Research**
- **Call Center Support**
- **eNewsletters**
- **and other Specialty Programs**



*Better processes
yield better results*



Lead Generation, Appointment Setting, Record Cleanup, Event Registration

Our first priority is to present your business, products, and services in a positive way

- **You need sales today**, which is why we developed these programs.
 - We contact your prospects, describe the benefits of your products and services, qualify them, and send all fresh leads to you daily. You also receive a daily summary report, and can listen to the call recordings.
- **You need sales in the years to come**, which is why we offer prospects without an immediate need an onsite or online review, or some other action of your design.
 - That way when they do have a problem, you will be the person they call. Why will they call? Because you impressed them.



Reporting

- Daily on immediate needs
- Placed on "Leads List" for others
- The entire prospect list, updated and current.

The untrained quite often go through pages of lists never realizing their company's product is most relevant to just a few industry SIC Codes



Lead Generation, Appointment Setting, Record Cleanup, Event Registration

Telemarketing works

- **Reaching potential business/commercial customers by telephone is effective**, but in today's competitive market it is sometimes worth while to invest in cross channel marketing to improve results.

Cross Channel Marketing works better

- **Sending a postcard, letter, or even an email** prior to or immediately after calling a prospect can be an effective way to improve results.

In one recent example a client used DCI to generate leads, resulting in 35 face-to-face meetings. We followed up with those who didn't respond to the telephone campaign with a email offering to conduct a no-cost analysis over the phone. This increased the lead count by 10.



Whether it's today or three years from now, you will have their business!



DCI Customer Interactions

designed to create and manage sales growth



Voice Broadcasting (Auto Messaging)

DCI can help reduce your cost and improve your donation rates by offering customer pickup reminders and other targeted messaging.

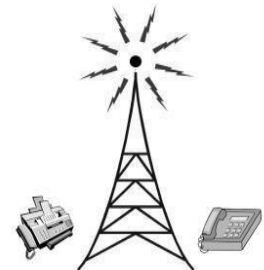
We have years of experience working with our clients to get their messages out, or information gathered. DCI designs campaigns using client provided lists, or lists created in-house using client specified criteria, and we comply with all FCC and DNC regulations.

We offer many options including:

- Digitally recorded messages with personalized information in our client's voice or one of our voice talents.
- Press 1-2 options for additional information or transfer to a live person for immediate assistance.

DCI's messaging programs include:

- General information (contact targets can include partners, subscribers, constituents, staff, patrons, and others)
- Surveys
- Event reminders
- Contact preference confirmation
- And many, many, more options





Market Research

Looking for information on municipal contracts?

DCI is experienced in contacting municipalities on our clients behalf.

We gather all available data including:

- current supplier
- contract end date
- contact person
- type of program
- municipal data
- and so much more

Cumulative Reports are available via a dedicated web portal, and Market Profiles are sent daily.



Market	County	City
Allentown, PA	Lehigh	Hanover Tw
Allentown, PA	Lehigh	Lower Macu
Allentown, PA	Lehigh	Salisbury Tw
Allentown, PA	Lehigh	South White
Allentown, PA	Lehigh	Upper Macu
Allentown, PA	Lehigh	Whitehall Tw
Allentown, PA	Berks	Centre Town
Allentown, PA	Berks	Colebrookda
Allentown, PA	Berks	Cumru Town
Allentown, PA	Berks	Hamburg Bo
Allentown, PA	Berks	Leesport Bo
Allentown, PA	Berks	Lower Heide
Allentown, PA	Berks	Marion Town
Allentown, PA	Berks	Mount Penn
Allentown, PA	Berks	Muhlenberg
Allentown, PA	Berks	Robesonia B
Allentown, PA	Berks	Shillington B
Allentown, PA	Berks	Shoemakers
Allentown, PA	Berks	Sinking Spri
Allentown, PA	Berks	St. Lawrence
Allentown, PA	Berks	Wernersville
Allentown, PA	Berks	West Readir
Allentown, PA	Berks	Womelsdorf
Allentown, PA	Berks	Wyomissing
Allentown, PA	North Hampton	Bangor Boro
Allentown, PA	North Hampton	Bath Boroug
Allentown, PA	North Hampton	East Bangor
Allentown, PA	North Hampton	Glendon Bo
Allentown, PA	North Hampton	Hellertown B
Allentown, PA	North Hampton	Nazareth Bo
Allentown, PA	North Hampton	Noth Catasa
Allentown, PA	North Hampton	Pen Argyl B
Allentown, PA	North Hampton	Portland Bor
Allentown, PA	North Hampton	Roseto Boro
Allentown, PA	North Hampton	Tatamy Boro
Allentown, PA	North Hampton	Walnutport B
Allentown, PA	North Hampton	West Easton
Allentown, PA	North Hampton	Wilson Boro
Allentown, PA	North Hampton	Wind Gap B
Allentown, PA	North Hampton	Forks Twp
Allentown, PA	North Hampton	Lower Moun
Allentown, PA	North Hampton	Palmer Twp
Allentown, PA	North Hampton	Plainfield Tw
Allentown, PA	North Hampton	Upper Moun



Residential Municipalities Sample Market Profile

MSA Market: Houston **State:** Texas
Municipality: Friendswood **Zip:** 77546
Address: 910 South Friendswood **County:** Harris
Population (Based on year 2000 Census) 29037
Municipal Solid Waste Weblink:
<http://www.ci.friendswood.tx.us/COF/residents/Services/default.ht>

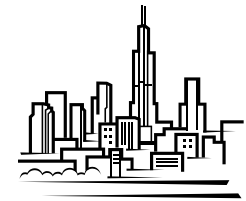
Contact Name: Roger Roecker **Contact Title:** City Manager
Contact Phone: 2819963250 **Contact Fax:** 281482-3722
Contact Email: fwdcity@friendswood.com

Current municipal waste program type: Franchise
Current vendor: 
Current vendor parent company: 
Current contract effective date: 12/1/2007
Current contract expiration: 11/30/2012
Renewal option(s) available under current contract: Yes

Current service description: Residential Recycling Collection Services
Copy of current contract available? Yes
Additional market intelligence and insider information YES

Additional services... please contact Nate Herman at Delta Direct Connections International at 309-834-1560 or nate.herman@directconnectionsint.com.

- Interview notes with city officials and/or comments made in public meetings by city
- Survey results from homeowners on the services provided by the current vendor
- Specific interview notes with homeowners regarding changes/improvements they would





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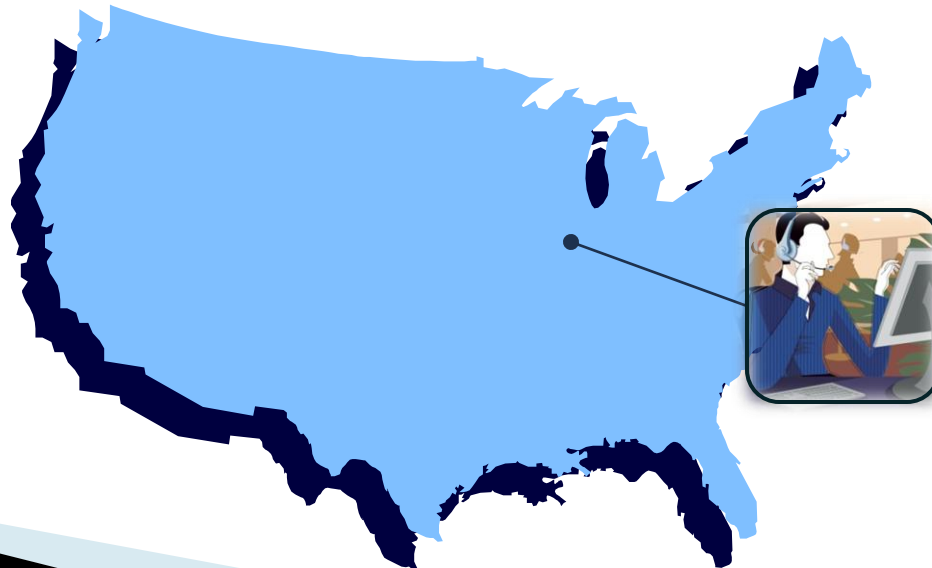


Call Center Support Services

DCI is a US Midwest based call center & telemarketing company dedicated to effective and efficient sales, marketing, and call center activities.

We train our callers on calling techniques and communications skills. Our callers are compensated fairly, coached consistently and treated with respect. In return, they give their best efforts.

Designed for rapid deployment, one call truly does it all. Combine our call center with our web services, voice broadcast auto messaging, eNewsletters, lead generation, and record cleanup and your customer service will exceed expectations.



*For years we have helped
hundreds of businesses
meet their goals.*



eNewsletter Campaigns

DCI has the experience you need to reach targeted customers.

Our service includes design, importing of lists, managing bounce and unsubscribe information so emails get to people who want them, real-time results including open and click tracking that lets you see who received and opened the emails, what links they clicked, a 97% average inbox delivery rate, anti-spam, permission-based practices, and positive reputation.

OWEN'S DISPOSAL

Residential Pick-Up

Owens Disposal provides reliable residential waste solutions.

Owens Disposal offers reliable residential waste solutions, plus commercial trash disposal, dumpster and barrel service.

Low Prices
Locally Owned and Operated
Special Assistance Services
Contact
Matt Owens (217) 202-5374
Tricia Owens (217) 202-2900
27866 Potomac Colision Rd.,
Potomac, IL 61855
www.OwensDisposal.com

Owens Disposal is a newly owned & operated business that took over the former Divan Disposal in the small town of Potomac, Illinois January of 2011.

With over thirty years experience in the waste industry, we stand committed to dependable collection services with personable, dedicate customer service.

Since we are a locally owned & operated company, we value the feedback of our customer and are here to help you through the process of finding the best solution for your waste collection needs.

Pickup days
Monday - Potomac, Colision
Tuesday - Gifford, Penfield, Armstrong
Wednesday - Rural Vermilion & Champaign Co.
Thursday - Rural Vermilion & Champaign Co.
Friday - Rural Vermilion & Champaign Co.
Saturday - Rural Vermilion & Champaign Co.

Special Service Announcement from the City of Miramar, Florida

March 15, 2011

RE: All Commercial and Apartment Locations with Garbage Service

Ladies and Gentlemen:

For several years Republic Services of Florida, L.P., d/b/a All Republic Features held the exclusive franchise for garbage collection and disposal in Miramar. Recently, the City approved new programs for providing collection service for the next five (5) years. WASTE PRO OF FLORIDA, INC., submitted the proposal that was selected by the City Commission on April 21, 2011. This bid is for the majority of our businesses, multi-family facilities and residents. WASTE PRO OF FLORIDA, INC. will become the authorized exclusive franchise holder for solid waste within the City of Miramar and will start providing service effective May 1, 2011.

WASTE PRO OF FLORIDA, INC., will replace your present container with a new one. A service representative will contact you and go over your level of service to determine if your needs are being properly met. The new containers will be delivered prior to May 1, 2011, so that there will be no break in service.

Should you have questions or need information about the details of this change over, please call Nancy Gilbert at 954-983-5815.

Sincerely,
Thomas Glonek
Public Works Director

Cc: Waste Pro of Florida
Contract No.

"We're all One Center of Excellence!"

Public Works Department
1300 Potomac Road
Miramar, Florida 33027
Phone: (954) 983-5815
Fax: (954) 983-5790

Customer Service Center

1 YARD BIN 2 YARD BIN 3 YARD BIN 4 YARD BIN 5 YARD BIN

All Measurements are Inside Dimensions

DCI has been helping businesses increase sales and profits for over 15 years. We customize our client campaigns to fit their needs and budget. Our campaigns are designed to show success with a minimum investment.

We look at your objectives, your needs, your geographical area and your timeline when creating your campaign. You have a long history of providing value-added services, starting with our first project in 1995. Today, we are a boutique service provider specializing in: Identifying Lead Generation, Appointment Setting, Database Updating, Customer Service, and a host of other specialties.

Our call center is designed to quickly and effectively become your source for B2B telemarketing leads and more. We are an Illinois-based business that brings a strong Midwestern dialect to every project we take on. When you work with us, you'll discover these benefits and more:

- Personalized service - Our professional callers and in-house account management staff work directly with you to develop your telemarketing lead generation campaigns.
- Results - You can count on getting dozens of prequalified leads throughout the course of your campaign to keep your sales team busy.
- More time to sell - Your sales team can focus on selling to potential clients who already have a stated interest in your products or services. How do we know these potential clients are interested? Our callers ask them using prequalification questions you help create.

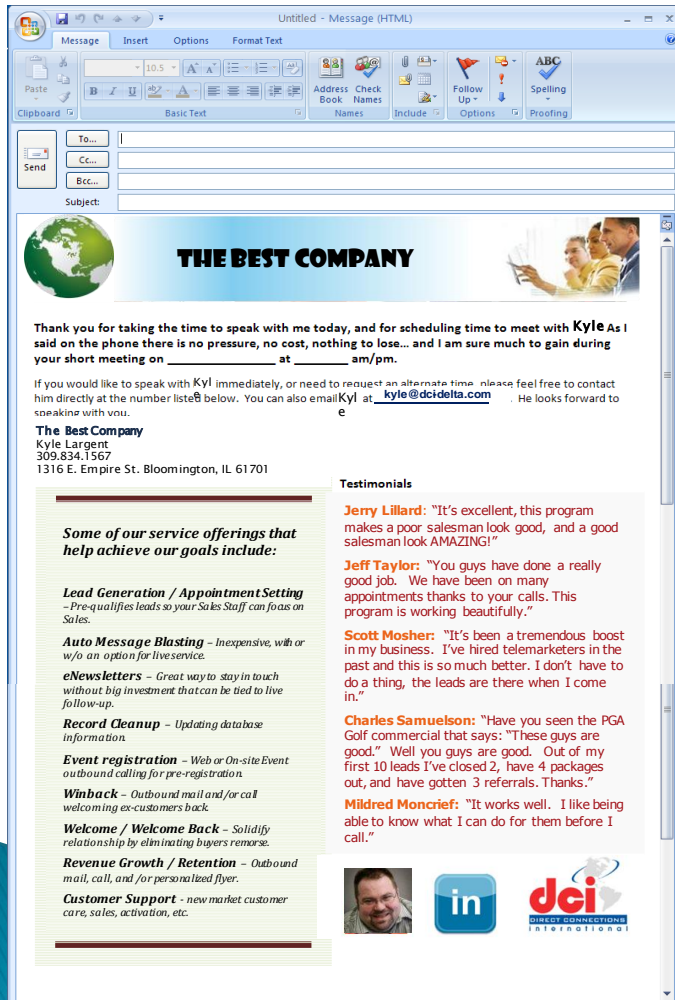
Sincerely,
Mike Butitta

Delta Direct Connections International, LLC

Forward email to CS@deltdirectconnections.com by clicking on the link in the email. You can also contact us at www.deltdirectconnections.com or call us at (800) 444-4444. Delta Direct Connections International, LLC | 1316 E. Empire Street, Suite A | Bloomington, IL 61710



Cross Channel Sales Support – Just one of our enhanced service options



Email Confirmation is designed to confirm interest and get your sales team results faster.

Do you want to impress your potential clients right from the start. DCI offers several enhanced service options that can do just that. Our email confirmation is designed with you in mind with:

- a thank you message
- links to testimonials and/or your website
- options to email or phone you directly
- and so much more

DCI also offers **postcard** and **letter** reminders as well.



There isn't much more frustrating an experience than when you hire a firm to do work for you, then you don't get the results you expected.



Direct Connections International

dedicated to creating and managing sales growth



DCI's On-Boarding Process ensures we do everything in our power to ramp your project up with fewer issues and a shorter learning curve

Our Checklist contains 16 processes including 10 that directly involve client participation.

- Initial conference call to discuss your needs
- Write script, pull list, write follow-up email
- Send all material to you for approval
- Upon approval, conduct on-board meetings
- Kick-off call with you
- Conduct training, then recap with the callers
- Send you recordings and call disposition report
- Facilitate a call to refine the scripting/message
- Send you leads and reports
- Communicate project end information to you

Project On-Boarding Process & Checklist

Client: _____ Project: _____

Contact: _____ ID: _____

Sales Rep: _____ Ops: _____

Start: _____ Other: _____

Section	1	2	3	4	5	6	7	8	9	10
Date Completed										
Initials										

Unlike many other call centers, DCI has experience gained from receiving and making millions of calls over the past 16 years.



DCI delivers superior client value through effective partnering

- **We are known** for our flexibility and our results.
- **We dig deep into each project offering** to discover real needs, we then design solutions that help us exceed our client's expectations.

Our employees

- **Possess a strong work ethic**
- **Have neutral accents**
- **Enjoy some of the longest tenure** in our business.



We work hard on your behalf to deliver results once we discover

- **Who** you want contacted or us to contact
- **How** you want them contacted, and
- **What** you want us to do.



Our calls flow down a natural progression, typically including a greeting, value statements, a call to action, and a great close.



Thank You

For More Information Contact

Kyle Largent

Phone: 309-834-1567

or email: kyle.largent@dci-delta.com