



Company Overview:

ALI Solutions is a leading provider of contact center solutions and the leading brand providing best-in-class analytics applications to the collections market. ALI's solutions empower business users to maximize agent productivity and optimize customer contacts through advanced contact analytics, automated decisioning and dynamic campaign management. Since 1992, many of the world's most successful companies throughout North America and the Asia Pacific region have chosen ALI because its solutions enable them to proactively communicate with their customers more effectively, thereby improving business performance and enhancing their customer relationships.

Website:

www.ALIsolutions.com

Marketplace:

Key customers include: BlueCross BlueShield, China Construction Bank, China Merchants Bank, Dish Network, eHealth, Ford, GC Services, Go Daddy, HSBC, IC System, JP Morgan Chase, La Capitale, Nissan, Lloyds TSB, PNC, Saxon, Select Portfolio, Trustmark, and US Bank.

Current Investors:

Apex Venture Partners, Baird Venture Partners, North Hill Ventures, Svoboda Collins and TTV Capital.

Board Members:

Warren Wilcox, Chairman of ALI Board (Visa); Harry Gambill (TransUnion), Norman Willox (CiNet), Daniel Duncan (Austin Logistics and Optimal Risk), Thomas Smith, Jr. (Total Technology Ventures), Benedict Rocchio (Baird Venture Partners), Lon Chow (Apex Venture Partners), Benjamin Malka (North Hill Ventures) and Thomas Miller (ALI).

Product Overview:

The ALI suite of products helps companies more effectively establish contact with their consumers. ALI's technology improves efficiency and effectiveness by identifying the best consumers to proactively contact, the best time to contact them, and the best method or channel to reach them. ALI's products combine technology, analytics, and domain knowledge that:

- Leverage internal and external data and analytics so clients can better understand their consumers
- Enable better real-time decisioning to proactively interact with each consumer
- Improve both the efficiency and effectiveness of collections and contact center strategies
- Enhance regulatory compliance and business continuity
- Deliver significant ROI

ALI's product offerings are based on sophisticated technology that incorporates analytics while being adaptable, flexible and complementary to existing client infrastructure. These products improve a business' ability to effectively contact and communicate with its customers in order to achieve its business objectives. By leveraging internal and external consumer-related data and applying powerful predictive modeling algorithms, ALI helps clients mine customer data to determine "who, when and how to best contact customers."

ALI's solutions apply sophisticated analytics to data from multiple disparate sources to provide clients with a more complete view of their customers. ALI combines internal data held by the client with external data from third party sources. The core technology is highly flexible to capture new and emerging data sources over time. The main applications, CallTech, OnQ and Vincio, have been developed to apply intelligent analytics to this data.

Professional Services:

ALI Solutions is comprised of former credit, contact and collection professionals providing the domain expertise necessary to deliver an array of professional and consulting services that enable businesses worldwide to develop and implement customer outreach strategies for their organization.

Executive Team:

Thomas J. Miller	President and Chief Executive Officer
Drew Schaal	Chief Financial Officer and Senior Vice President Operations
Dan Cone	Vice President of Sales