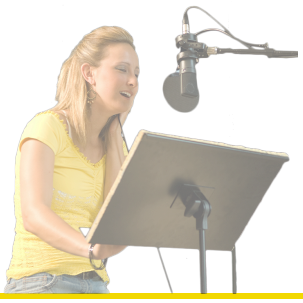


Creative Audio Enterprises, Inc dba Holdcom

Capabilities

Creative Audio Enterprises, Inc dba Holdcom, is a pioneer and leader in Message On Hold (MOH) services and telephony voice recordings that improve organizations' customer service and communications. For 35+ years, we've produced custom MOH programs, IVR voice prompts, and Auto-Attendant announcements for healthcare facilities, hospitals, clinics, and businesses, delivering:

Services

- Message On Hold
- Professional Voice Production
- IVR Voice Prompts
- Auto Attendant Greetings
- Multilingual Production
- Overhead Announcements
- Stand-alone & remote equipment
- Script writing & consultation

Benefits

- Inform & Educate Veterans
- Build Trust & Reassurance
- Promote Mental Health & Suicide Prevention Awareness
- Connect Veterans to Critical Support Resources
- Raise Awareness of Healthcare Programs & Benefits
- Encourage Care Compliance & Follow-Through
- Promote New Services, Events & Resources
- Strengthen Veteran Engagement & Outreach

Past Performance

- Mount Saini Health System
- NYC Health + Hospitals
- RWJBarnabas Health
- Hackensack Meridian Health
- Steward Healthcare System
- Ensign Group
- Verizon Wireless
- U.S. National Parks Service

Government:

- Arkansas Dept. Veterans Affairs
- Gulf Coast Veterans Affairs
- Fayetteville Veterans Affairs
- IRS
- NJ Transit
- Bergen County Board of Elections
- City of Sunnyvale

Channel Partners:

- 8X8
- Phone.com
- RingCentral
- NJ BIG I
- CLDA
- Realogy

Differentiators

Holdcom is extremely customer-focused and achieves a level of customer service unparalleled in our industry. In addition to pioneering MOH, our innovative e-commerce portal (audioproductionstore.com) offers real time quotes and instant ordering of custom MOH and IVR voice prompts.

- Hybrid service: Traditional human touch combined with self-service e-commerce portal.
- Ongoing customer support and outreach to ensure programs are relevant and up to date.
- Tech support available via phone, chat and email.
- Flexible Update Plans tailored to accommodate needs and budgets.
- Loyal and dedicated professional voice talents.
- Translation and Multilingual Production
- Creative team offers high degree of customization and effective marketing strategies.
- Serving thousands of clients, with a concentration in healthcare since 1988.
- Outstanding customer retention.

Corporate Data

Holdcom, incorporated in New Jersey in 1988, has 9 employees and $1 million in annual sales, with clients in the U.S., Canada, and abroad. Our 50+ voice talents, Script Consultants, Producer/Engineers, Tech Support, and Client Relations representatives bring MOH to small, medium, and large companies across a wide range of industries.

HOLDCOM

Contact:

Neil Fishman
836 Prospect St,
Glen Rock, NJ 07452

O:800-666-6465
F: 201-445-4653
neilf@holdcom.com

CONTRACT NUMBER:
GS00F149GA

UEI:
M5LAJL12DAS3

SIN CODES:

541820
Public Relations Services

541810
Advertising -Promotions

CAGE CODE:
3ZYQ4

GSA

www.holdcom.com/gsa
MOHstore.com