

# Federal Government Capabilities

## Experts in business process solutions

TDEC provides outsourced business process solutions that help federal organizations meet their missions. For nearly 70 years, our skilled workforce and proven processes have set a standard for efficiency, cost control, and quality outcomes.

We make outsourcing a viable option for agencies challenged by budget cuts and hiring holds, resource-intensive needs, or the need for niche skills. Our approach is underpinned by extensive institutional experience and an unwavering commitment to efficiency.

TDEC's solutions can supplement existing resources, handle surges or deadline-driven tasks, or fill operational gaps.

### PARTNER WITH TDEC:

- ✓ Quality control 99+%
- ✓ Adaptable and scalable services
- ✓ Fast turnaround times
- ✓ Locations nationwide
- ✓ SBA Certified HUBZone
- ✓ SOC 2 Compliant
- ✓ NARA Compliant
- ✓ TruSight Validated



#### APPLICATION PROCESSING

Receipt & Processing  
Document Imaging & Indexing  
Data Entry  
Data Verification  
Quality Control  
Coding  
Clerical Support  
Storage & Disposal



#### CALL CENTER

Inbound Calls  
Emails & Voicemail CRM  
Data Entry



#### CLAIMS PROCESSING

Receipt Processing  
Document Imaging & Indexing  
Data Entry/Verification  
Quality Control  
Bronzing & Coding  
Clerical Support  
Storage & Disposal  
Image & Data Delivery  
Metadata Reports



#### DATA ENTRY

Completion Review  
Data Verification  
Data Extraction  
Keying from Paper  
Keying from Image  
Online Keying  
Quality Control



#### DOCUMENT MANAGEMENT

Document Preparation  
Forms Processing  
Scanning  
Quality Control  
Document Hosting  
Document Indexing  
Batching  
Image & Data Delivery  
Metadata Reports



#### REMITTANCE PROCESSING

Receipt  
Scanning  
Data Collection  
Coding & Indexing  
Lockbox Services  
Remote Deposit Capture  
Quality Management  
E-file Production  
Disposition



#### TAX PROCESSING

Mail Receipt & Processing  
Document Preparation, Imaging & Indexing  
OCR  
Data Perfection & Verification  
Quality Control  
Remote Deposit Capture  
Fraud Review  
Batch Balancing  
Image & Data Delivery  
Metadata Reports



#### SUPPORT SERVICES

Process Design and Management  
Customer Support  
Mailroom Services  
Administrative Services  
Quality Control  
Surveys  
Program Support  
Personnel Security  
Background Adjudication



#### VITAL RECORDS MANAGEMENT

Mail Receipt & Processing  
Document Imaging & Indexing  
Data Entry from Paper, Images, Microfilm or Media  
Data Verification  
Image & Data Delivery  
Metadata Reports



#### PERSONNEL SECURITY SUPPORT

Administrative Support  
Help Desk Support  
PIV Card Enrollment & Management  
Personnel Security  
Database Management  
Submission Screening  
Processing Investigative Requests  
Error Reconciliation

## Helping our government clients meet their missions for nearly 70 years

### DEPARTMENT OF LABOR

TDEC provides National Operational Support Services (NOSS) to the Office of Workers' Compensation Program (OWCP) and the Wage and Hour Division. The NOSS program supports the processing of compensation claims and wage-related worker complaints for OWCP and WHD nationwide. Services for NOSS include data entry, data preparation, clerical, imaging, scanning, maintenance, and mailroom support. Since 2014, TDEC's onsite staff has supported 20 DOL locations and handled more than 2.5 million documents annually.

### OFFICE OF PERSONNEL MANAGEMENT

The Office of Personnel Management's Office of Facilities, Security, and Emergency Management (FSEM) Personnel Security division initiates and provides adjudicative services for Suitability and National Security Background investigations as required for select employees and contractors. Since 2016, TDEC's staff has worked on investigation submissions, identifying incomplete information, assisting with the processing, and handling of investigative requests, conducting telephone follow up with applicants, serving as Personnel Identification Verification (PIV) registrars and conducting support activities for PIV card management, and other general administrative duties.

### FISH & WILDLIFE SERVICE

TDEC provides full-time staffing to operate mail services for the Northwest Regional Office of the U.S. Fish & Wildlife Service. TDEC personnel receive, record, process and dispatch all categories of mail for all of the occupants of the regional office building which houses multiple federal agencies.

### U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT FHA RESOURCE CENTER

TDEC provides Tier 2 customer service representatives to the FHA Resource Center, which provides guidance and assistance to the public and industry groups in all aspects of the FHA mortgage insurance process. These representatives possess knowledge of the mortgage origination process so that they are able to identify, understand and categorize a caller's request.



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EIN: 52-1445148  
DUNS Number: 089950471

