



A. K. VALEIKA
MARKETING & DESIGN
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Calloquy

AK

Hi there,

Did you know that [data security for law firm employees and vendors](#) is often overlooked?

ILTACON is here, and at booth #818 we are safeguard sensitive data from internal threats. Stop by, get some swag, and check out the platform for remote litigation!

10-minute live demos are available at the following times:

- Tuesday at 10:15 am, 1:30 pm, and 3:10 pm
- Wednesday at 10:15 am, 1:30 pm, and 3:10 pm
- Thursday at 10:35 am



Magical Exhibit Management



From: Gil Wolchock <g.wolchock@calloquy.com>
Date: Monday, August 14, 2023 at 1:49 PM
To: Lee Allum <l.allum@calloquy.com>, Tony Valeika
Cc: David Carter <d.carter@calloquy.com>
Subject: FW: Witness a Disenchanted Deposition at ILTACON

Team,

This is CLASS A work! I hope we can live up to it in execution!!

Gil Wolchock
Chief Growth Officer
(470) 414-1009 (Direct)
(917) 971-1111 (cell)
g.wolchock@calloquy.com

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C

Calloquy, PBC

Making remote legal proceedings safe, secure, and efficient.

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ILTACON
MOCKUP8
08/15/2023



Calloquy

The image displays a collection of Calloquy marketing materials, primarily in shades of blue and white, designed to promote their services and job opportunities.

- Banners:**
 - A large vertical banner on the left features the text "Calloquy" at the top, followed by "THE NEXT ERA OF COURT REPORTING". It includes icons for "White-Glove Tech Support", "Better & Faster Pay", "Work Smarter", and "Careers". A QR code is in the top right corner.
 - A smaller banner below it says "Join the team today!" and features a large piggy bank icon with a dollar sign.
 - A horizontal banner in the center-left says "Calloquy Count Reporter OPEN HOUSE" with two circular photos of women, and "Wed MARCH 5PM".
 - A banner on the right side features a portrait of a man and the text "Every person at Calloquy is fantastically aligned with the mission and vision of the company. There is a spirit of support and cooperation across all teams that I'm incredibly proud to be a part of. Miles Henley, SDR Court Reporter in Charge of California at Calloquy, PSC".
- Brochures:**
 - A brochure titled "Careers" with the URL "calloquy.com/cr-careers" and a QR code.
 - A brochure titled "The Next Era of Litigation™" with the URL "www.calloquy.com/litigation" and a QR code.
 - A brochure titled "Join Calloquy's STENO-ELITE NETWORK" with the URL "www.calloquy.com/steno-elite" and a QR code.
 - A brochure titled "WANTED: AMERICA'S BEST COURT REPORTERS" featuring a photo of a keyboard.
 - A brochure titled "Join Calloquy's STENO-ELITE NETWORK" with the URL "www.calloquy.com/steno-elite" and a QR code.
 - A brochure titled "WANTED: AMERICA'S BEST COURT REPORTERS" with the URL "www.calloquy.com/steno-elite" and a QR code.
- Informational Pages:**
 - A page titled "Join us if you believe:" with a list of requirements for court reporters.
 - A page titled "Benefits include:" listing various perks of working at Calloquy.
 - A page titled "Minimum Credentials:" detailing the educational requirements.
 - A page titled "Education & Experience:" explaining the experience requirements.
 - A page featuring a quote from Pam Porter: "How collaborating with great people and Calloquy is full of great people. I also love having tech support... and the steady paycheck! The internet security is also comforting..."
- Contact Information:**
 - Two business cards for Pam Porter and Sharon Ross, both with the email "pamela.porter@calloquy.com" and "sharon.ross@calloquy.com".
 - A small card with the address "271 17th Street, Suite 610 Atlanta, GA 30363" and the phone number "855-843-4777".



Calloquy

Calloquy

Remote Litigation & Court Reporting
for eDiscovery Professionals

Schedule a Demo

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calloquy.com

Celebrating
Calloquy BLACK HISTORY MONTH
Read our Blog

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WOMEN'S HISTORY MONTH

CLOC GLOBAL
INSTITUTE LAS VEGAS
May 15-18, 2023
See Calloquy in Action. Visit Booth 647

GAP
Georgia Association of Paralegals

Introductory Pricing
for our Key Partners at GAP

We are proud SPONSORS & SUPPORTERS of GAP

You book depositions all the time. Calloquy wants to help make your life easier. We offer white glove court reporting services with top notch court reporters, a team of technical support personnel, flat rates, state of the art cyber security, and quick turnaround on flawless transcripts. Booking and scheduling is easy.

Learn More

DOWNLOAD

Tips to Help your Company Cut Costs and Prevent a Cybersecurity Disaster

courtreporting@calloquy.com
calloquy.com
855-843-4777

Calloquy

Before booking your next court reporter, ASK THEM:

- Is your company or freelance court reporter repository put through minimal background checks?
- Do your court reporters conduct remote depositions only from secure facilities?
- Do your court reporters use a centrally managed device, exclusively?
- Do you have mechanisms to ensure your court reporters do not transmit any transcripts or exhibits?
- Do your court reporters have access to a full-time IT team?
- Do your court reporters have their hard drives encrypted?
- Prior to the remote deposition or arbitration, am I able to upload exhibits securely into the platform?
- Do the court reporters use customizable exhibit stamps to preserve exhibit authenticity?
- Are all transcript data and exhibits encrypted at rest (AES-256) and in transit (TLS 1.2)?
- Do the court reporters have knowledge and awareness of all of the above at the ready?
- What are your protocols for a breach? Are the court reporters aware of these protocols?
- Do your court reporters participate in mandatory security training(s)?
- Has the court reporting company (and ALL its reporters and scopists) been given SOC-2 compliance certification?

Yes No

Book your next deposition with us! → Calloquy

Calloquy

Court Reporting Done Right:
Remote meetings, mediations, depositions, and arbitrations that are secure, efficient, and accurate.

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Calloquy

CYBER SECURITY CHECKLIST: ARE YOUR COURT REPORTERS VULNERABLE?

Calloquy Court Reporting, Checks All the Boxes.

With Calloquy, you get cost-effective, reliable, real-time court reporting for depositions and arbitrations. We save you time, stress, and money with transcripts delivered within days and a flat pricing format. Plus, you receive access to Calloquy's remote litigation platform.

Court Reporting Services for the Next Era

Accurate, fast, reliable.

Focus on Your Court Reporter

Professional, experienced court reporters and stenographers in the Steno-Elite Network. Simple, straightforward pricing. Transcripts ready in days, not weeks. Effortless scheduling.

HUMAN RESOURCE POLICY

Do they conduct criminal background screening on everyone (especially contractors and subcontractors)? Is everyone required to attend security awareness training annually?

BUSINESS ETHICS AND CORPORATE COMPLIANCE

Are they compliant with all applicable laws and regulations? Do they have a code of ethics?

CYBER SECURITY CHECKLIST: ARE YOUR COURT REPORTERS VULNERABLE?

Cyber Security Checklist

The rules of professional conduct impose upon lawyers and their employees a duty to protect confidential client information. Moreover, many of the Firm's clients require that such information be protected and treated in a secure manner. These obligations extend throughout the representation, which includes the discovery process in litigation. Court reporters and the firms frequently receive confidential information in, or convert such data to, electronic form during depositions, arbitrations, and court appearances.

It's important to remember that many (if not most) court reporting companies rely on contractors. This means that their court reporters, scopists and proofreaders are not employees of the company. Because the court reporting industry routinely relies on an independent contractor model, and because cyber criminals have set their sights on law firms, Calloquy provides this checklist for legal operations personnel, law firms, attorneys, and decisionmakers to use when evaluating court reporters, specifically tailored for anyone considering a court reporting agency for their needs.

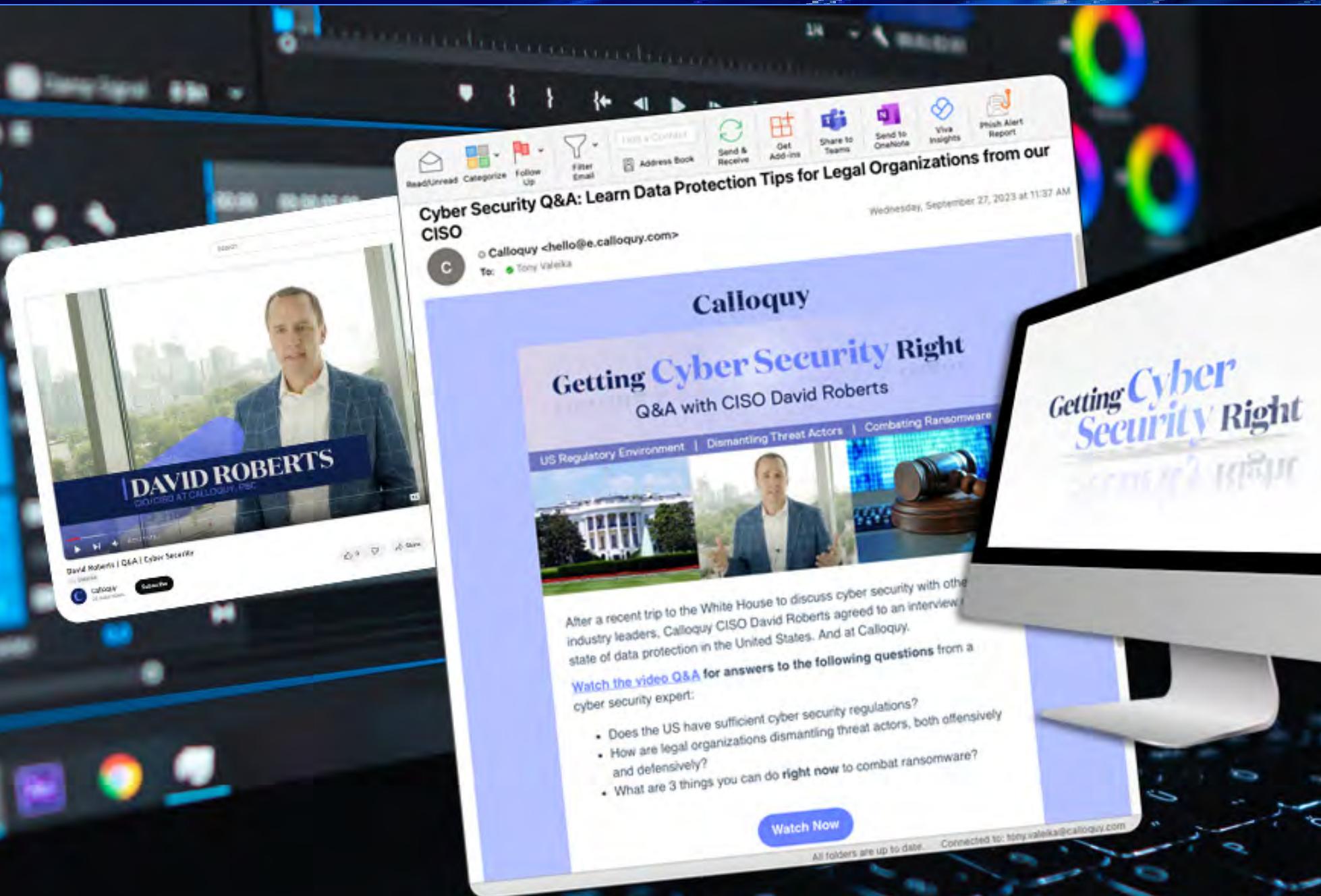
We recommend asking the court reporting company or agency the following:

Note: these questions apply to all court reporters, scopists, and proofreaders, transcript producers, and any personnel involved in transcript preparation. Of equal importance is that the following must apply to both company employees AND any and all freelancers they intend to use.

Continue to Checklist

To find out more about Calloquy's remote litigation platform, professional on-call court reporters, and cyber security protocols, visit our website.

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Alvaria Certification Badges

valeika.com | tony@valeika.com



Mockups



Approved Company Certification Badges

Alvaria Case Study Example

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CASE STUDY

Asurion

Global insurance leader in technology support and protection



The Organization

For more than 20 years, Asurion's innovation and dedication to delighting customers has made it the preferred provider of technology protection to wireless carriers, retailers and device manufacturers. Asurion's 17,000 global employees support its 280 million consumers. The company's solutions include premier support which enables consumers to fully utilize their digital devices and products; applications to protect privacy and provide security; and rapid replacement of lost, stolen, damaged, or malfunctioning devices. When a product is missing or simply doesn't work properly, Asurion solves the problem with people and processes at work 24 hours a day, seven days a week, speaking six languages, across any device, platform, or provider.

Motivation for Change

Asurion was finding a good balance between providing exceptional customer experiences and achieving their strategic business goals. However, traditional methods of communicating with agents about administrative matters were consuming too much time and actually causing agent satisfaction to decline. Agents were missing opportunities for voluntary time-off (VTO) and overtime (OT) because they were receiving the notifications too late to take advantage of them. Further, the contact center was spending significant amounts of time receiving and approving requests for schedule changes from agents. This was largely due to Asurion having no effective way to communicate with agents in real-time, using agents' preferred contact channels.



"Every time we threw a curveball at the Alvaria team and asked about custom capabilities for Inform, the answer was always 'Yes, we can do that.'"

- Jon Malinowski, Senior Director Workforce Management, Asurion

- Increasing weekly toward their goal of 80%+ of agents engaged in mobile/email/SMS
- One unit is already seeing 84% engagement with 2,500+ agents
- VSA covering Voluntary time off (VTO), Overtime (OT), Absent, Leave of absence (LOA) - average of 35,000 notifications a week with a posted weekly high of 47,000



"Proactive notifications and the ability to respond via mobile devices help each agent achieve a better work-life balance by understanding individual agent preferences, facilitating their mobile lifestyles, and saving them time. The result is better agent engagement, higher morale and lower turnover."

Jon Malinowski, Senior Director Workforce Management, Asurion

Since implementing the Alvaria solution, Asurion has experienced increased agent satisfaction, lower absenteeism, increased OT and VTO fill rates, reduced administration workload from dialing agents, decreased administration time from workforce management teams entering exceptions, and gained the ability to quickly communicate to the agent population during emergencies.



"It gives me the freedom to check my schedule, request time off, and sign up for overtime without being tied to my computer. I really like how I get a text message when overtime is being offered. I just log in and request it."

- Asurion Agent

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About Alvaria
Alvaria™ was founded through the merger of Aspect Software and Noble Systems, technology leaders in Customer Experience (CX) and Workforce Engagement solutions. Our belief is derived from Latin for "Nobis" - nature's perfect form. The meaning of which, brings you solutions that are irreplaceable, resilient and secure with efficiency, speed and performance. Alvaria is a registered trademark of Customer Experience, Inc. For more information, visit www.alvaria.com. Follow Alvaria on Twitter at @Alvaria_Inc, #ReImagineCX.

62%

Agent population engaged in mobile, email and/or SMS

23%

Workforce schedule segments are being entered via VSA

2,500

Reduction of 2,500 administration man-hours annually

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Alvaria Data Sheet Examples

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DATA SHEET

Alvaria™ Motivate The Right Information for the Right User with Role-Based Interfaces

Alvaria Motivate has multiple interfaces, including Public and Distinct-User Interfaces, to engage team members and business users across the company at the right level. Getting everyone involved is critical to move from Usage and Adoption to true Engagement with the platform and with the organization.

A Complete Motivation Machine for the Entire Organization

Choose from one of five distinct user interfaces to create the environment that most engages your team. If your team is collaborative, show progress bars. If they're competitive, show leaderboards. Each level is tailored to give the user the right information in the right format to drive motivation.

Public Interface: CTV Leaderboard

- Leverages existing contact center hardware (such as TV displays) and appears on the Agent desktop
- Get the TV Leaderboard App in Google Play & Amazon App Store
- Eliminates the need for a Whiteboard and manual tracking
- Updates in near real-time to reinforce the desired behavior, resulting in the replication of those behaviors

Player Interface

- Compete in Competitions
- Engage with Peers
- Be rewarded with prizes
- Have Weekly Goals
- Participate in Contests



DATA SHEET

Alvaria™ Motivate Changing the Game on Employee Engagement, Performance & Retention

71% of all employees are not engaged while they're at work, dragging down productivity, attrition and the customer experience. Alvaria Motivate helps turn that around with engaging contests, recognition and rewards. In short, it's the engagement solution that maximizes your ROI. Alvaria Motivate is designed to increase productivity and reduce employee turnover across all generations – from Boomers and Millennials to the fast-growing Gen-Z workforce. Whether your employees are motivated most by incentives or recognition, competition or collaboration, you can transform daily routines into rewarding rivalries that give everyone a reason to do their best.

Motivate Employees with Competitions & Rewards

Quickly create and launch competitions that leverage both intrinsic and extrinsic rewards and recognition to keep agent attrition low and productivity high.

Align Activity to Meet Business Goals

Focus performance on the KPIs that matter most to your business. As your organizational objectives change, your employees will stay up-to-date and aligned with the latest goals.

Ignite Performance with Continuous Feedback

Regular coaching and positive reinforcement can drastically improve engagement, performance, and retention. Direct feedback, scorecards and targeted rewards help keep employees motivated.

Accelerate Learning Using Game Mechanics

Integrated gamified learning tools help make training more engaging and motivate your team to complete training to meet goals – reducing training costs and increasing customer satisfaction.



DATA SHEET

Alvaria™ Motivate - Mobile App Employee Engagement is Easier than Ever with Fast Access to Goals & Rewards

Creating a more employee-focused culture helps keep your team members motivated and engaged. With mobile tools to easily view their goals and progress and redeem rewards, Alvaria makes it even easier to capture your employees' attention.

Leveraging Alvaria Motivate's Mobile application helps you align the power of our market-leading employee experience application with today's dynamic working environments. The mobile workforce is growing at a rapid pace, and the millennial generation's 55 million workers are the most digitally engaged group. The Alvaria Motivate - Mobile App allows players to see their goals and achievements from anywhere, see what other players are doing and initiate new challenges with peers, view rewards, and update their profile. Players get push notifications when they win, and they can redeem prizes in off-hours, so they can maintain productivity while they are at work.



DATA SHEET

Alvaria™ Motivate - Mobile App Employee Engagement is Easier than Ever with Fast Access to Goals & Rewards

Dashboard & Notifications

The Dashboard displays an overview of player information including important metrics, timeline and news feed items, and information on competitions, goals, levels, and badges. Notifications are automatically pushed to players when they reach a goal, get a prize, level up, or complete an activity, etc.

Leaderboard

Players can track their progress and rankings and see current leaders for key tracked KPIs, as well as a timeline of new records and personal bests along with duel results. The Leaderboard also displays the raffle wheel and shows the winners and the prizes won when the raffle spin occurs.



Receive push notifications for new achievements, awards, and prizes
View the dashboard to easily see new goals and progress
Create a social group to communicate with other players and track their activities
Quickly update your profile or redeem points during free time or after-hours

DATA SHEET

Alvaria™ Motivate - Mobile App Employee Engagement is Easier than Ever with Fast Access to Goals & Rewards

Competitions & Friends

Our game mechanics feature fun, friendly competitions between players and campaign groups. Players can view active competitions and challenges, and engage in contests, duels and tournaments. Players can also define their social networks of colleagues (friends) to see how they are doing and promote healthy competition.

My Awards & Redemptions Points

My Awards displays the player's badges and trophies in a virtual awards cupboard, and shows badges for achievements that can be earned in the future. Players can quickly view available points and redeem them in raffles and auctions, select items from the Bazaar or save points to spend in the company store.



Alvaria, Inc. | info@alvaria.com



GUIDE TO GAMIFICATION GREATNESS

10 Best Practices for Keeping Employee Engagement Fresh

Introduction GAMIFICATION AND EMPLOYEE ENGAGEMENT

There are many [benefits](#) to contact center employees that leverage gamification. They receive recognition and rewards which incentivize them for a job well done. They receive perpetual feedback and constant visibility into their (and their teams) performance against their key performance indicators (KPIs) and their peers. Gamification helps improve performance and keeps contact center staff motivated to continue to improve. Furthermore, it keeps contact center employees happy, which impacts customer experience and satisfaction. In short, gamification produces a more [engaged](#) workforce.

Businesses that are serious about future growth simply must embrace employee engagement. Here is why:

- Employees who are engaged are 27% more likely to report "excellent" performance. ([Source](#))
- Companies with highly engaged employees have an average 3-year revenue growth 2.3 times greater than companies whose employees are only engaged at an average level. (UNC Kenan-Flagler Business School)
- Companies with engaged employees outperform those without by 20%. ([Source 2](#) [Comments](#))
- Customer retention rates are an average of 18% higher when employees are highly engaged. (Cvent)
- Companies with high employee engagement scores saw 65% greater share-price, 26% less turnover, 20% less absenteeism, 15% greater productivity and up to 30% higher CSAT levels. ([Source 3](#) [Comments](#))
- Teams with high employee engagement rates are 21% more productive than those with low engagement. ([Source](#))

 Gallup reports that national engagement levels hover around 30 percent – leaving [70 percent of the workforce disengaged](#).

Gamification can have a tremendous positive impact on employee engagement. Although launching a program can be easy, keeping gamification fresh so that users continue achieving sustainable results requires more attention. Check out these Top 10 best practices.

4

Best Practice #7 LEVERAGE ANALYTICS TO TRACK BEHAVIOR AND ATTAIN GOALS

Analytics plays an important role in gamification success. On the front end, it can reveal items where agents can improve the quality of their interactions with customers.

Here are some of the performance KPIs that analytics can monitor:

- First call resolution
- Average speed to answer
- Average handle time
- Average after work time
- Customer satisfaction rate
- Compliance adherence
- Sales effectiveness

Since analytics solutions can capture all conversations agents have with customers across their virtual communication channels, systems, and platforms, agent and customer intelligence areas for improvement are easy to determine. Once identified, the necessary behaviors can be gamified to **accelerate agent achievement** of the goals that you want to drive.

On the backend, analytics provides the mechanism for tracking and measuring agent behaviors to determine progress and goal attainment. These measurements help you understand what is working and what is not with gamification, so that you can tweak the program for even better results. It will also provide the information you need to know when it is time to gamify a new set of goals.

Best Practice #10 PLAYTEST AND MARKET INTERNALLY

Playtesting throughout the gamification design process provides insight as to whether or not goals are being achieved. Self-testing by the development team and gamification champion is good for the first round. During this phase you can test and even experiment with the basic concepts of the program.

Before launching gamification or releasing major changes to the program, it is a good idea to **playtest with a small group of target users**. This will allow for the identification of bugs, dead-ends and cheats, so that they can be addressed before rolling them out to everyone. You may want to prevent during target group testing so that you can observe the play, take notes, and ask questions.

Feedback from the pilot group can be invaluable. It can tell you whether users enjoy the game and if the goals are achievable without being too easy. It also provides insight into any design elements, rules, mechanics and story lines that need to be changed to make improvements to the user experience. Once the necessary modifications are made, test them again. When the pilot group is satisfied, the program is ready to launch.

Equally important as testing, is sufficient marketing internally – before, during and after the launch. You have already enlisted the help of a small group of your target players as testers. You may want to **call on these testers again to start spreading the good word about gamification** to create some excitement!



Best Practice #1 START SMALL

When developing your gamification strategy, start to drive. Define these behaviors in great detail. Include must define all of the specific actions required to make contacts per day; send appropriate readiness content; a true prospect has been identified; add all decision points and issues they are trying to solve; present plan drive through gamification.

It can be tempting to create a multi-dimensional game out of the gate. However, **simplicity is best**. Start simple.

You will also want to **keep the rules simple**. Providing Gamification should be about practicing and learning.

Scoring should also be easy. Users should be able so that it is clear what they must do to succeed. Run potential problems before they occur.

Regarding dashboards, less is more. Keep them simple so users can add their co-workers. Also provide context allows users to see how their actions are helping to.

After your agents achieve early success with gamification, they could work better, it is time to innovate. Observe and functions, behaviors and challenges to add to the program. **gamification program is not a once and done endeavor**. Updates and improvements.

Best Practice #8 CORPORATE AND AMERICAS HEADQUARTERS

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15 Peppard Lane Hayes UB3 1EP
United Kingdom
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Asia Pacific & Middle East Headquarters

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#21-00 Singapore 039900

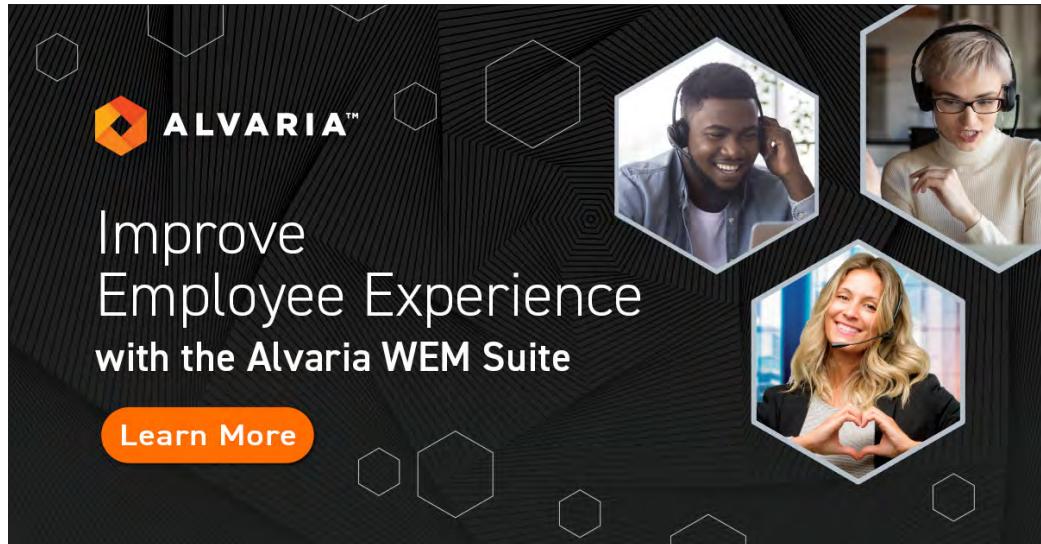
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Alvaria Social Media Examples

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ALVARIA™

Improve Employee Experience with the Alvaria WEM Suite

Learn More



ALVARIA™

Predicciones 2022 para la fuerza laboral del contact center

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Amazon Connect Integration with Alvaria™ Workforce

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The Alvaria CX Suite: Details & Demo

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Discover the Top 3 Trends Driving CX

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Comparing Enterprise Call Center Solutions to Traditional CCaaS

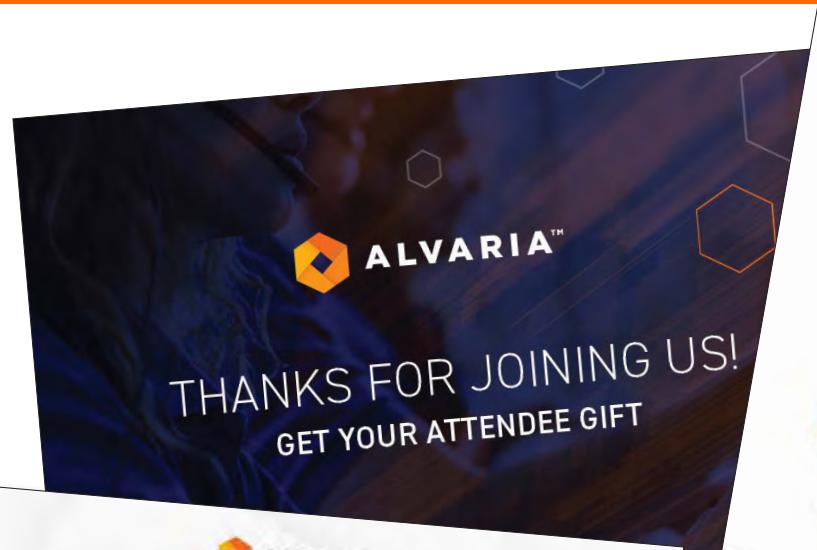
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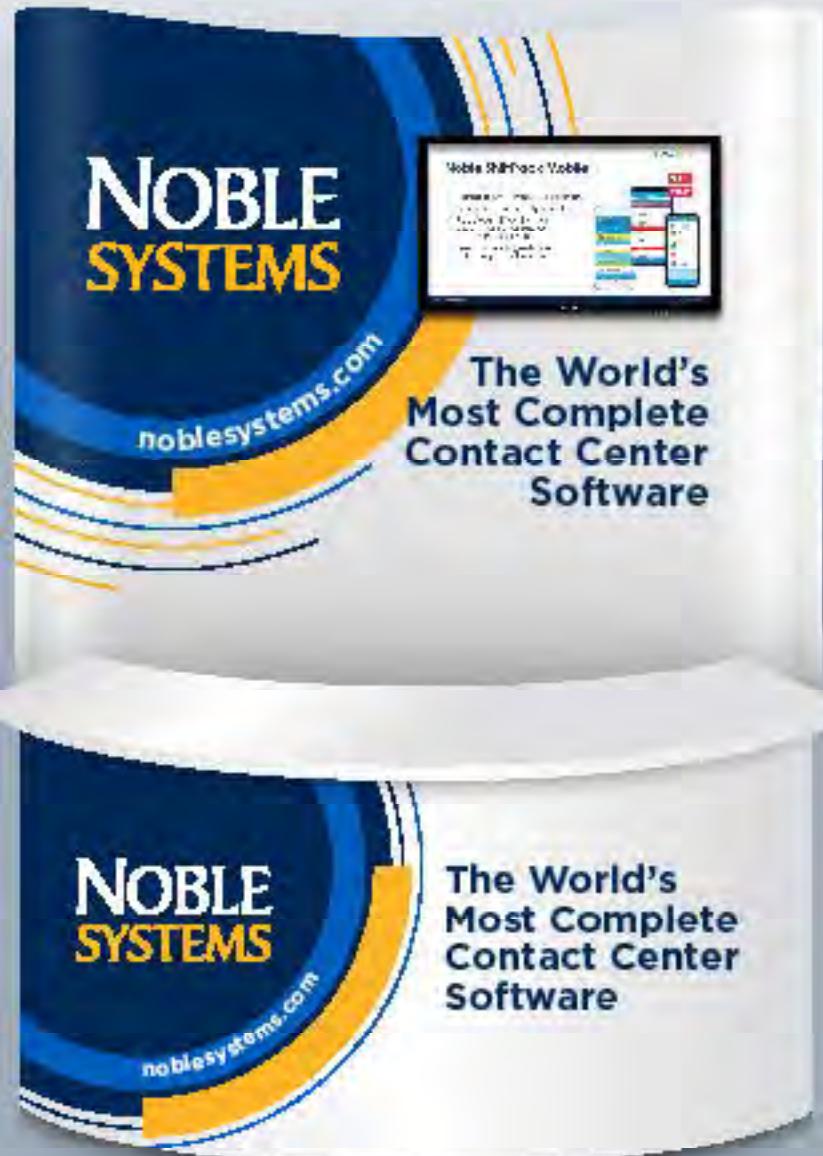
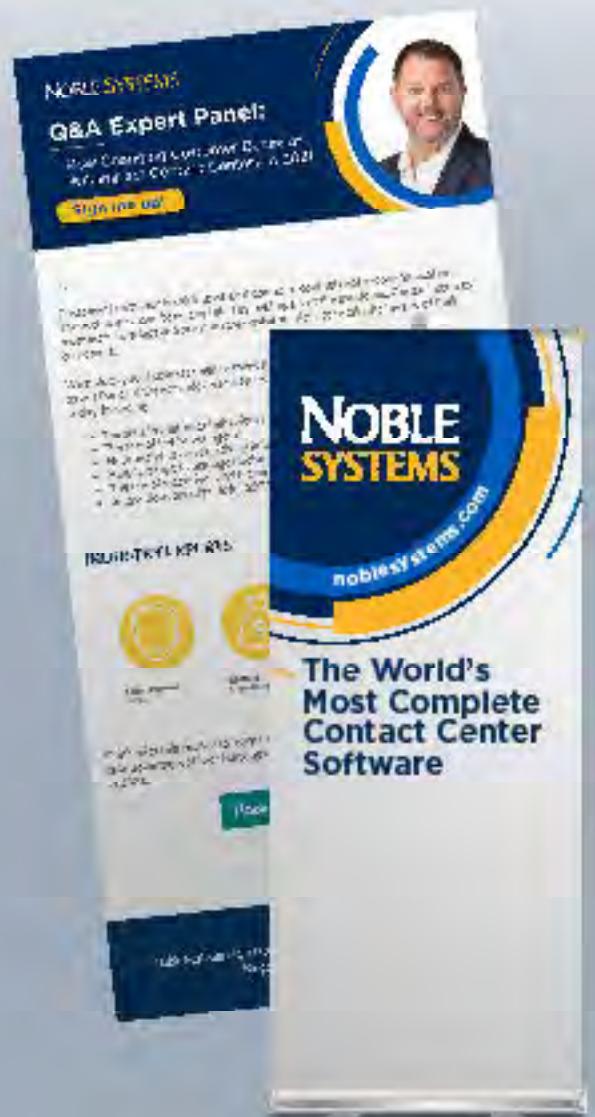


An Era of Great Onboarding

ALVARIA™

Alvaria Tradeshow Inserts and
valeika.com | tony@valeika.com





Noble Systems Infographics

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NOBLE SYSTEMS

NOBLE SYSTEMS

4 Key Areas Where Financial Services Can Benefit from Gamification

Gamification can boost performance for financial services organizations beyond the contact center. Many companies find that looking at benefits by job function helps them involve the entire organization in the decision-making process:

CONTACT CENTER STAFF

Happy employees are more inclined to perform better and are more productive. Gamification makes work more enjoyable and improves employee engagement. It also motivates employees to work harder and longer, so employees are more knowledgeable, and can better serve customers - helping them achieve their own goals more quickly.

MARKETING

Specific KPIs for brand awareness, customer engagement, and demand generation can be gamified to help meet corporate goals and objectives. In addition to keeping marketers focused on the right activities, meeting milestones and completing goals helps marketers stay motivated, more engaged, and more productive.

SALES

Gamification accelerates onboarding, high performance, and goal attainment, and builds confidence and motivates sales teams to reach their full potential faster. Firms can gamify training activities to ensure accurate forecasting and sales assessments. Tracking and gamifying KPIs for the sales team can help them meet goals and targets more quickly.

PRODUCT DEVELOPMENT

Gamification can help firms build more enthusiastic development teams that keep employees more satisfied and demonstrate excellence in product development. Encouraging friendly competition, collaboration, and cross-training is essential to achieving product goals and objectives and delivering quality new products, value-adds, and innovative upgrades on time.

To learn more about the benefits of gamification for FinServs, read our ebook.

[Read the ebook](#)

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NOBLE SYSTEMS

TOP 5 WAYS TO MOTIVATE EMPLOYEES

Contact center morale is always important, but in today's environment it's even more so. Keeping employees engaged and happy is key to maintaining what they are doing effectively & efficiently.

Here are 5 ways that you can boost morale:

- Create Experts**
- Include Employees in the Big Picture**
- Celebrate Collaboration**
- Promote Opportunities from Within**
- Encourage Success**

The Noble Suite

With all these tools to improve your business, but how do you know if they're working? Noble Systems offers a range of metrics, with the ability to measure them across multiple dimensions. Our Noble Suite provides a comprehensive view of your organization's performance.

Want to learn more about improving morale in your contact center?

[Read this ebook](#)

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CONTACT CENTER STAFF

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NOBLE SYSTEMS

What does it look like to motivate your employees? It's about how you attract and train the different generational demographics across your contact center environment.

Empowerment is also key. Give employees the ability to "reach-out" and request coaching in order to take course corrective action. Consider the ability to include peers in coaching sessions.

Include Employees in the Bigger Picture

Inviting employees to attend short meetings (face-to-face or virtually) every week can make them feel like they are part of the bigger picture. Include company news and goals and ask them for suggestions on how to improve efficiency. You will be surprised how much you'll learn some new ideas too.

Reward and recognize your employees at all levels, and not just the top performers! Encourage your consultants to be the best that they can be. Rewarding a range of achievements can ensure that everyone is included and recognized fairly, to motivate and encourage repeat behavior.

Celebrate Collaboration

Widespread collaboration leads to fully engaged workers eager to take on new projects. They embrace change as a challenge that will take them to the next level. Some of the benefits of collaboration include:

- Improved organizational flexibility
- Engaged & Healthier employees
- More productive meetings
- Increased profitability
- More attractive to top talent & higher retention rates

Encourage Success

Most employees do not have a real-time view of their performance in relation to organizational goals to help drive the desired behaviors. Consider giving your agents, supervisors and managers a transparent view of their metrics, with the ability to "reach-out" to ask for help and coaching, so they can take corrective action if required. Be mindful of what the goals are and communicate these in order to achieve the overall corporate objectives.

Promote Opportunities from Within

For many, working in a contact center is seen as a 'stop gap' on the way to other career goals. Counter this attitude by showing your employees that they are pursuing a valuable career path.

Promoting agents into managerial roles is a great way to keep them motivated and focused on improving their performance and shows that you value your staff over external candidates. Create a culture of 'mastery' and encourage

Noble Systems Infographics

valeika.com | tony@valeika.com



AI-Fueled Speech Analytics Improves Agent Behavior and Patient Satisfaction

Speech analytics driven by AI monitors every agent-patient interaction. Data insights nearly instantly help improve agent performance by identifying the best and next-best action. Instant feedback from real-time analytics ensures the next-best action to address patient needs more quickly. A better patient experience boosts satisfaction and loyalty.

Advanced IVR Solutions Enhance the Agent and the Patient Experience

By creating a single gateway with an advanced IVR solution, healthcare contact centers can greet all patients with a consistent, branded experience. IVR captures the reason for the call and directs the patient to the best agent to address their concern, including the data so that patients don't have to repeat information they have already provided.

WFM Ensures Proper Staffing and Flexible Scheduling

Workforce management is critical for today's contact centers—whether using on-site or remote agents or a hybrid model. WFM provides accurate forecasting, optimizes staffing, helps manage intra-day changes, and promotes/adheres to adherence to improve efficiency. Automated WFM also eliminates administrative time spent and ensures appropriate staffing when you need it.

Compliance Management and Data Security Mitigate Risk

Maintaining compliance is critical for healthcare contact centers to ensure the protection of each patient and to mitigate risk and potential fines. Keeping agents up-to-date on changing regulations is a real challenge. The right technology tools automate the process of managing regulatory requirements and data security so that you stay compliant.

Predictive Analytics with AI Increases Healthcare Collections

Predictive analytics with enhanced AI uses machine learning to identify trends that can better match patients with their right resources and automate processes. For healthcare collections, predictive analytics can indicate the best time and channel to contact the patient to optimize RPCs and debt recovery.

Gamification Accelerates Learning and Raises Retention

From new hire training to ongoing skill and knowledge development, to employee retention, gamification accelerates learning and leads to a more engaged healthcare contact center workforce. Better trained agents perform at a higher level, fostering both employee and patient satisfaction and reducing attrition.

Download our ebook for more information.

Read the ebook

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Reduce Customer Churn

Customer Analytics uncovers any customer dissatisfaction quickly. Analysis of the speech patterns of customers who leave can reveal the reason for churn and help companies take steps to retain them. This could allow companies to take action before a customer leaves, such as offering a discount or a free trial.

Boost Contact Center Productivity & Reduce Costs

When instant customer insights are available, agents can serve more patients per hour. Many calls can increase three-fold with AI-powered speech analytics. By automating the most time-consuming tasks, companies can reduce costs and increase productivity.

Mitigate Compliance & Risk

Speech Analytics monitors every interaction to fully understand any potential compliance violation. An AI-driven compliance system can detect and alert companies to any potential violations, such as sales or health care laws. This can help companies prevent costly legal fees if they fall prey to other compliance rules.

Improve Employees Performance & Goal Attainment

Performance management drives success. By using AI-powered speech analytics, companies can quickly analyze agent performance and take corrective actions to ensure agents are meeting their goals. This can lead to better performance and higher satisfaction levels.

Reduce Agent Churn

Employee retention is critical for maintaining a successful contact center. By using AI-powered speech analytics, companies can quickly analyze agent performance and take corrective actions to ensure agents are meeting their goals. This can lead to better performance and higher satisfaction levels.

To learn more about Speech Analytics and how to gain actionable insights from Noble Conversations Analytics, download our ebook "Learn from Every Customer Conversation."

Read the ebook

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Refine Marketing Messages and Improve Campaign Results

Conversation Analytics uncovers insights that are just too good to keep within the contact center. They should be shared with the rest of the organization to help marketing teams refine their conversations in the contact center can help achieve better results. It's better to engage and capture the customer experience at every touchpoint throughout the customer journey.

Provide Information for Product Development

Conversation Analytics is an excellent source of product development ideas. Companies can analyze and report on customer conversations over time to identify trends and opportunities. This can help companies develop new products or services that are competitive offerings, to them for future success.

Reduce Bottlenecks and Fine-Tune Operations

Conversation Analytics uncovers insights that are just too good to keep within the contact center. They should be shared with the rest of the organization to help marketing teams refine their conversations in the contact center can help achieve better results. It's better to engage and capture the customer experience at every touchpoint throughout the customer journey.

Accelerate and Increase ROI

A better understanding of customer interactions can help companies build better contact centers and customer experiences. Conversation Analytics can help companies capture data trends and competition, enabling a better training program.

Download our ebook for more information.

Read the ebook

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noblesystems.com • info@noblesystems.com



The GDPR (General Data Protection Regulation) is the biggest transformation of data protection law to affect contact centres in last 20 years. This landmark piece of legislation will impact every contact centre that holds or uses personal data within the EU.

25th May 2018

28,000 Data Protection Officers appointed in Europe and US by 2016

Time is running out to comply with General Data Protection

Fines of up to €20m or 4% of global turnover

1 Determine if you will be affected by the GDPR and understand the penalties to your business.

2 Analyse what data you will process, how and why?

3 Compile a plan according to the May 2018 deadline & assess the risks and harm that could be caused & review which stakeholders you need to consult.

4 Establish how you are going to build in data protection from the beginning of processing to ensure opt-in consent.

5 Involve legal to check that your cookie consent and privacy policies are transparent in relation to compliance.

6 Document how you will prove compliance and start early by enforcing an opt-in script for your agents to support other e-marketing campaigns.

7 Involve your contact centre technology provider to advise on alternative technology to support the marketing efforts.

8 Plan how your organisation will handle incidents, problems and complaints.

Download full GDPR article for further hints & tips



The Keys to Success - Workforce Planning

Understand Your Workforce

When your contact center is understaffed, agents field calls, wait times are long and customer experience suffers. This leads to a negative brand image and loss of customers. Agents can become stressed and overworked, which can cause excessive agent turnover.

Overstaffing

Overstaffing means you have agents sitting idle. This drives up overhead costs, which leads to a disengaged workforce. As a result, they take longer breaks, spend time on the internet, or put customers on hold more often to appear as if they are working.

PREDICTING CONTACT VOLUMES

Consider looking at data in half-hour or hour intervals each day and analyze historical ACD data:

- Call volume
- Handle time
- Abandon rate
- Arrival rate

Advertisements

valeika.com | anthony@valeika.com

NOBLE SYSTEMS

AK

The image displays a collection of Noble Systems promotional materials, including brochures, infographics, and digital snippets, all centered around their contact center solutions.

- Top Left:** A woman in profile looking at a screen displaying code, with floating speech bubbles. Text: "The World's SMARTEST Call Ce".
- Middle Left:** Text: "Improve Your Contact Center Performance with Noble's Cloud, Premise or Hybrid Solution". Subtext: "Unified Communications | Workforce Optimization | Analytics".
- Bottom Left:** Text: "Noble® Make Contact Contact Center Technology". Subtext: "Noble® Make Contact unites your Salesforce CRM with our contact automation technologies, allowing your Inside Sales or Customer Service teams to increase speed to lead/speed of service, close more business, improve the customer experience, and grow revenue!". Includes phone number 1.888.866.2538 and website noblesystems.com.
- Middle Center:** Text: "Noble Systems CUSTOMER CONTACT TECHNOLOGIES". Subtext: "Proud Sponsor of the SAM & REBA SANDLER FOUNDATION". Includes phone number 888.866.2538 and website noblesystems.com.
- Top Right:** Text: "Improve Your Collections & Contact Center Performance". Subtext: "Unified Communications | Workforce Optimization | Analytics". Includes a photo of a smiling woman and several awards:
 - 2013 Product of the Year Award - CalTech Total Contact
 - 2014 Product of the Year Award - ICPA Compliance Solution
 - 2014 Product of the Year Award - Noble-Silence Integration
 - 2014 Contact Center Technology Award - Real-time Speech Analytics
- Bottom Right:** Text: "NOBLE SYSTEMS". Subtext: "#1 Market Leader". Includes icons for speech bubbles, gears, and a globe. Text: "Increase Collections & Maintain Compliance 25+ Years of Experience". Includes a dollar sign icon and a globe icon. Includes phone number 1.888.866.2538 and website noblesystems.com.



Tradeshow Displays

valeika.com | anthony@valeika.com

NOBLE SYSTEMS







The collage includes:

- A screenshot of the Eventbrite preview page for the 'Noble Exchange 'Compliance for Collections' Seminar'.
- A screenshot of a Facebook post from 'Noble Systems' featuring a woman lying in grass and a speech bubble icon.
- A photograph of a man speaking at a podium during the seminar.
- A close-up photograph of a woman's face lying in grass.
- A photograph of a large, illuminated, spherical light fixture hanging from the ceiling.
- A photograph of the seminar room with attendees seated at tables and presentation screens.
- A graphic overlay showing the 'General Info' section of the seminar app, including icons for Registration/Information Desk, Mobile Phones, Twitter, Seminar Badges, and Q&A.
- A graphic overlay showing the 'About Noble Systems' section of the app, highlighting their expertise in collections and risk management.



S@UG 2014

Going Beyond the Call

@UG 2014

In S@UG 2014, our 13th annual Select Noble User's Group event, this year's theme is "Going Beyond the Call". We will go beyond the phone call to help you make the most of every customer contact. We will go beyond the phone call to help you build more effective customer relationships. We will go beyond knowledge management strategies to build more learning opportunities to share challenges, best practices with your fellow users. We would also like to thank all of our sponsors, partners, and guests for their participation.

You can plan for throughout the year at www.noblesystemsgroup.com

General Info

Noble World of Knowledge
Visit our World of Knowledge to explore Noble's wide range of educational solutions for enhancing your customers' current programs.

Information Desk
The S@UG Information Desk, located in the main entrance area, is the place to come for additional information or to pose questions regarding the conference.

Conference Badges
Attendees, including speakers and gurus, receive a badge that identifies them as part of the conference. Your badge is your ticket to access the conference, including the meals, networking sessions, and networking events.

Mobile Phones
As a attendee, for speakers and presenters, we encourage you to bring your mobile phones along to get the most out of your experience. If you need to make a call or send a message, please ensure the room setting is appropriate.

Sponsors

CompliancePoint®
GuruCompliancePoint is a Direct Marketing Compliance solution designed to detect and audit services that evaluate and implement compliance with legal, regulatory and industry standards. Our software provides automated reporting, detection, and resolution of compliance issues, including anti-spam, anti-phishing, anti-virus, anti-spamming, anti-phishing, and anti-virus scanning programs, ongoing monitoring, and reporting.

SANGOMA
Sangoma is a leading provider of innovative and reliable VoIP infrastructure and solutions. It offers a comprehensive range of products and services, including Sangoma's VoIP gateway, carrier-grade routers, and Sangoma's VoIP server, which are used by many companies around the world. Sangoma's VoIP server is a powerful and reliable solution that can handle the demands of a busy business.

Guru Lounge
Our Guru Lounge is a special area located just outside the main entrance to the conference. It is a quiet space where attendees can relax and socialize. It is also a great place to meet new people and learn about the latest developments in the industry.

Wireless Internet Access
Wireless Internet Access is available throughout the conference. Attendees can connect to our Wi-Fi network and access the internet from anywhere in the building. Internet access is also available in the Guru Lounge.

Information

Solutions Theater
The Solutions Theater is our 30-seat movie theater, featuring high-end audio and video equipment. It is a great place to watch presentations, including video clips, and to learn more about the latest developments in the industry.

Tech
Tech is a great place to learn about the latest developments in technology. It features a large screen and a projector, as well as a whiteboard and markers. Tech is a great place to learn about the latest developments in technology.



SnUG 2015 **POWERING** Your Business

JUG 2015
POWERING Your Business

In SnUG 2014, our 14th annual Select Noble Users Group event. This year's theme, "Point the Cat," may mean different things to different people. Whether your focus is on customer service, using customer data to optimize your programs, incorporating mobile communication, or strategy planning for more productive campaigns, we think you'll find something that can help you reach your goals.

we will go beyond the phone call to help you make the most of every business interaction.

knowledge and strategies to truly move effective customer relationships, and help the you advantage of all of your networking and learning opportunities to truly challenge, support,

and grow for their participation.

you can join us throughout the year at www.nobleusersgroup.com.







Storage Post Home Page

The home page features one main focal image that draws the customers into the storage search field. All other home page graphics support the story presented in the main image and tagline, creating a seamless graphic presentation. The home page will be regularly updated with a fresh collection of complementary imagery and branding.



The English version of the Storage Post home page features a large banner image of a woman looking stressed while packing, with the text "OUT OF ROOM? WE CAN HELP!" overlaid. Below the banner are three promotional sections: "FREE TRUCK & DRIVER FOR MOVE-IN", "REFER A FRIEND and Save!", and "ONE MONTH FREE STORAGE". Each section includes a call-to-action button (e.g., "CLICK HERE", "RESERVE NOW"). The top navigation bar includes links for "Our Locations", "About Us", "Careers", "Self Storage Videos", "Acquisitions", "News", "Our Blog", "En Español", and "CUSTOMER LOGIN". The phone number "1-888-370-0088 CALL TOLL FREE" is prominently displayed.



The Spanish version of the Storage Post home page consists of four separate graphic panels. The top panel features a woman looking stressed with the text "¿FUERA DE ESPACIO? PODEMOS AYUDARLE.". The middle panel offers a "FREE TRUCK AND DRIVER" service for moves, with a "CLIC AQUI" button. The bottom-left panel encourages users to "RECOMIENDE A UN AMIGO y ahorre!", featuring two people with cardboard boxes on their heads. The bottom-right panel promotes "UN MES DE ALMACENAMIENTO GRATIS", also with a "RESERVAR" button. All panels include small text at the bottom providing additional details or restrictions.



Mobile Site Redesign

The marketing and communications team redesigned Storage Post's mobile website by mirroring the design conventions of the desktop site. The dark colors were replaced with the bold green and vibrant yellow, and the action orange was implemented throughout. General navigation was improved through simplified forms and a clean, white background, and concise messaging focuses visitors on their storage search. Store images and maps are optimized for website viewing, which reduces loading times and keeps mobile visitors engaged.

Technology is a vital aspect of consumer retail behavior, and Storage Post's mobile website provides quick access to relevant storage information directly from smartphones and tablets. The three-step mobile reservation process encourages and targets rental completion, and its appearance ensures brand retention. With the newly-designed desktop and mobile sites, Storage Post customers have one seamless storage experience from all marketing and communications media.

STORAGE POST SELF STORAGE

FIND STORAGE NOW

Customer Login

Special Offers

Contact Us

About Storage Post

© 2012 StoragePost - All Rights Reserved

STORAGE POST

1-877-848-8820

YOUR GIRLFRIEND NEEDS "MORE SPACE"
NOW YOU DO TOO.

Enter City, State or Zip to find storage

FIND STORAGE NOW ▶

CUSTOMER LOGIN ▶

SPECIAL OFFERS ▶

CONTACT US ▶

ABOUT STORAGE POST ▶

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OLD Mobile Home Page

NEW Mobile Home Page

STORAGE POST SELF STORAGE

We Found 7 locations

View Results on Map

Select Unit Size: Sort By:
5' x 10' (studio - 1 bedroom apt.) Location : Closest

Long Island City - Storage Post 0.55 Miles
30-28 Starr Ave.
Long Island City, NY 11101
From \$32.00 to \$560.00
Hours | Photos | Maps/Directions
SEE UNITS & RATES ▶

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OLD Mobile Search Page

STORAGE POST SELF STORAGE

1-877-848-8820

We Found 9 locations

VIEW RESULTS ON MAP ▶

Select Unit Size: Sort By:
5' x 10' (studio - 1 bedroom apt.) Location : Closest

Long Island City - Storage Post 0.55 Miles
30-28 Starr Ave.
Long Island City, NY 11101
From \$21.00 per Month
Hours | Photos | Maps/Directions
SEE UNITS & RATES ▶

Ridgewood - Storage Post 2.43 Miles

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NEW Mobile Search Page



Student Storage Main Page

Student Storage NY Page

Example of Targeted Website Marketing

The college student storage campaign began with the creation of four SEO-targeted website pages. The main page includes bright, colorful graphics and interesting copy geared toward college students. The “Find Storage Now” links directly to the Storage Post website search page, as does the footer graphic advertising the student deal.

The three additional pages include SEO copy targeted toward specific geographic regions and colleges in close proximity to Storage Post locations. Each of the state-specific pages has a “Find Storage Now” graphic linking to a search within the specific state. For example, the graphic on the New York page links to a search of Storage Post facilities in New York.

The student website pages are accessed through online display advertising or through the links below:

<http://www.storagepost.com/college-storage-deals>

<http://www.storagepost.com/college-storage-deals/new-york-student-storage>

<http://www.storagepost.com/college-storage-deals/new-jersey-student-storage>

<http://www.storagepost.com/college-storage-deals/louisiana-student-storage>

Student Storage NJ Page

Student Storage LA Page



Online Display Advertising

In addition to traditional print media and email blasts, the college campaign expanded into highly-visible websites frequented by our targeted, college-aged demographic. Three versions of the display banners were created, all of which link back to the Storage Post college website pages. Our branded orange action button was prominently displayed as the “call-to-action” graphic.

Response Mine (RMI), an outside vendor, placed the ads within appropriate website audiences. Websites we advertised within included: truthdig.com, oddstuffmagazine.com, collegefashion.net, bigsoccer.com and cliffsnotes.com.



Sample display ads (examples are displayed at 72 dpi for standard internet viewing and show approximate PMS colors rendered in hexadecimal format)



Real-time Online Display Ad Impressions

The image displays three separate web browser windows illustrating real-time online display advertising impressions:

- Top Window:** A screenshot of the [truthdig](http://www.truthdig.com/report/item/the_real_health_care_debate_20120409/) website. The main content is an article titled "The Real Health Care Debate" by Chris Hedges. At the top, there is a prominent RTB ad for "SUMMER STORAGE FOR STUDENTS" from "STORAGE POST". The ad features two women smiling and includes a "Reserve Now" button. The truthdig navigation bar at the bottom includes links for HOME, Ear to the Ground, Columns, Cartoons, Arts & Culture, Digs, Shop, Multimedia, Advertising, Donate, and About.
- Middle Window:** A screenshot of the [CliffsNotes](http://www.cliffsnotes.com/spanish-and-french-study-guides.html) website, specifically the Spanish and French study guides page. The main content is an article titled "Free Study Help From CliffsNotes". To the right, there is an RTB ad for "SUMMER STORAGE FOR STUDENTS" from "STORAGE POST". The ad features two women smiling and includes a "Reserve Now" button. The CliffsNotes sidebar on the left lists "Most Read" articles including "The Real Health Care Debate" and "The Real Health Care Debate".
- Bottom Window:** A screenshot of the [CollegeFashion](http://www.collegefashion.net) website. The main content is an article titled "Would You Wear... Dressed-Up Track Pants?". To the right, there is an RTB ad for "SUMMER STORAGE FOR STUDENTS" from "STORAGE POST". The ad features two women smiling and includes a "Reserve Now" button. The CollegeFashion sidebar on the left lists "Most Popular" articles including "Would You Wear... Dressed-Up Track Pants?" and "5 Ways to Personalize T-Shirts in a Stylish Way".



ADVANTAGES

- One-time plan for lifetime coverage
- One-time plan for lifetime coverage
- No money due at signing with a discounted annual payment if necessary
- No deductible required for loss or damage that falls outside the protection limit

Tenant Elite Protection Plan

Three Choices to Suit Your Needs

Standard	Middle	Deluxe
\$2,000	\$3,000	\$5,500
\$3,000	\$3,000	\$8,500
\$5,000	\$20,000	\$20,000

Plan Details

- Voluntary
- Theft
- Smoke

Relax. You're protected 24/7/365

OUR PARTNERS

Strategic partnerships enable us to grow.

Storage Post is well capitalized with strong institutional partners, including Aetna Realty Trust, one of the most respected publicly traded Real Estate Investment Trusts (REIT) in the retail sector (NYSE: AKR).

WE'VE GOT YOU COVERED

STORAGE POST

UNRIValed EXPERTISE

Storage Post is led by experienced self storage business leader Bruce Rock, Jr. As CEO, he has brought industry experts together with marketing and storage operations veterans to construct company infrastructure uniquely tailored to become a preeminent self storage provider.

GROWTH

Storage Post's dynamic growth is centered on a singular focus on enhancing the value of its assets with an emphasis on local market knowledge and extensive industry experience. Storage Post is a company uniquely positioned to benefit from the extensive knowledge of self storage.

WE'RE LOOKING FOR:

- Class A Facilities
- Properties Over 35,000 sq ft
- Dense Submarkets
- Undersupplied and Urban Markets
- Property with Good Visibility

We are particularly interested in well-located properties in northern New Jersey, southern Florida, and the Carolinas.

CONTACT US

Competitive pricing and a quick closing process are our strengths. For more information, contact the Storage Post Acquisitions Department.

STORAGE POST

Handouts & Leaflets

valeika.com | anthony@valeika.com

STORAGE POST



STORAGE POST

TAPE IT DOWN

Eazy-Grip Tape Dispenser
Secures packing tape in comfortable dispenser for faster packing.

How Many?	\$0.99
<input type="checkbox"/>	\$0.99

Packing Tape:

Size	Color	Price
10' x 100'	Clear	\$2.49
10' x 600'	Clear	\$3.29
10' Thick	Tan	\$3.29
10' x 400'	Clear	\$4.19
10' x 400'	Tan	\$4.19

BOX IT UP

Small Box
Perfect for books, small appliances and DVDs.

Medium Box
Perfect for toys, office and kitchen items.

Large Box
Perfect for clothing, and lightweight items.

X-Large Box
Perfect for blankets, and lightweight items.

Dish Box
Perfect for glasses, cups and plates.

File Box
Perfect for classes and accessories.

Small Mirror Box
Perfect for mirrors or hanging artwork.

Microwave Box
Perfect for Microwaves (description)

Small Wardrobe Box
Perfect for Stuff (needs description)

Large Wardrobe Box
Perfect for dressers and accessories.

KEEP IT SAFE

Packing Peanuts
Reduces item damage by filling the gaps in boxes to prevent shifting.

How Many?	\$8.99
<input type="checkbox"/>	\$8.99

Packing Paper
The quick and affordable way to protect your items when packing.

Weight	Price
5 lbs	\$10.99
10 lbs	\$14.99

Bubble Box

Size	Price
3' x 16"	\$4.29
16" x 9"	\$4.29
5' x 16"	\$5.49
16" x 7"	\$4.69
9" x 9"	\$3.99
12" x 13"	\$5.99

Bubble Pads

Size	Price
1' x 11"	\$4.69

Bubble Bags

Size	Price
1' x 11"	\$4.69

Locks:

Type	Price
Brass Lock	\$5.99
Laminated Padlock	\$7.99
Combination Lock	\$9.99
Dial Lock	\$13.99

STORAGE POST

SHOP HERE • PACK HERE • STORE HERE

Leave Happy!

STORAGEPOST.COM

FIND THE SPACE YOU CRAVE AT

STORAGE POST

Storage Post provides superior storage solutions and friendly customer service - so you have one less thing to worry about. Visit storagepost.com to reserve your unit today!

- 24-hour video recording
- Climate-controlled units
- Access 7 days a week
- Online bill pay
- Moving and packing supplies
- Friendly Storage Specialists
- Free truck and driver for move-in

STORAGE POST

STORAGEPOST.COM

STORAGE POST

STORAGE POST

SPACE CALCULATOR

STORAGE POST

Let Your Friends Pay For Your Storage!

We are excited to have you as a customer and look forward to helping you utilized all of your storage needs. Did you know you can pay for your storage units for every household item? Up to \$50 in rental credits for every household item! Simply pay over this credit and the rental fees reverting to Storage Post will start immediately. Then if the person you referred rents a storage unit and sets up Storage Post, we will credit additional amounts. This is a great way to help you pay for your storage needs.

STORAGE POST

www.storagepost.com
1-888-881-3379

STORAGE POST

Earn Up To \$50 Toward Your Rental By Referring A Friend.

Your Info

Your Name _____
Your Address _____
City _____ State _____ Zip _____
Storage Post Location _____
Storage Post Associate _____

Friend Info

Name _____
Address _____
City _____
Phone Number _____
Email _____



Para los grandes cambios de la vida, elija
STORAGE POST

Un mes gratis + 5 cajas pequeñas gratis y camión y conductor gratis

Visite cualquiera de los dieciséis locales de Storage Post en Nueva York and Nueva Jersey para encontrar el espacio que necesita y el servicio que quiere.

- Contratos flexibles mes a mes
- Unidades con control de temperatura
- 24 horas de grabación de video
- Suministros para el empaquetado
- Alarmas de la puerta

1-866-483-7519
storagepost.com

Escanee este código para reservar su unidad hoy mismo.

Código válido en ciertas unidades.
Sujeto a disponibilidad.

EL VIAJE A LA REPÚBLICA DOMINICANA | RECORDANDO A BOB SHEPPARD | MARIANO RIVERA | ALEX RODRÍGUEZ
Yankees MAGAZINE
PINSTRIPES IN PRINT \$10
EN ESPAÑOL

A man in a white shirt is smiling in front of a city skyline.

Yankees Magazine en Español Ad
Featured in the first-ever issue,
September 2012

Para los grandes cambios de la vida, elija
STORAGE POST

Un mes gratis + 5 cajas pequeñas gratis y camión y conductor gratis

Visite cualquiera de los dieciséis locales de Storage Post en Nueva York and Nueva Jersey para encontrar el espacio que necesita y el servicio que quiere.

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1-866-483-7519
storagepost.com

Escanee este código para reservar su unidad hoy mismo.

Código válido en ciertas unidades.
Sujeto a disponibilidad.

CONTENIDO

14 5 MINUTOS CON VICTOR CRUZ

34 EN ESTE LADO DEL PARA

44 EL LEGADO DE JORGE

56 MOMENTO PERFECTO

66 VOLUNTAD Y

82 LAS SEIS EN UN CONTADOR

92 MÁS ALLÁ

16 INSUPERABLE

Robinson Canó va en camino a convertirse en uno de los jugadores más legendarios en dominar la pista clave
Por Alfred Santisiere III



ONE MONTH FREE @ AND FREE TRUCK & DRIVER

How can you resist?
Reserve a unit today!



STORAGE POST

BRONX
112 Bruckner Blvd.
(Off Bruckner Wtch Ave. Bridge)
718-402-8612

PELHAM
858 Pelham Parkway
(Off Route 1 and Huguenot Hwy.)
914-633-1901

NEW ROCHELLE
363 Huguenot Street
(Just off Main St., in Crosscut Ave.)
914-633-7300



ONE MONTH FREE @ STORAGE POST

BRONX
112 Bruckner Blvd.
(Off Bruckner Wtch Ave. Bridge)
718-402-8612

PELHAM
858 Pelham Parkway
(Off Route 1 and Huguenot Hwy.)
914-633-1901

YONKERS
131 Saw Mill River Rd.
(At 8th Avenue & Newmarket Ave.)
914-968-1332

FREE TRUCK & DRIVER
with every new rental.

- No security deposits
- Conveniently-located storage units
- 24-hour video monitoring
- Practical room dividers for extra space
- Extra space for every occasion
- Monthly storage options
- Full line of packing supplies
- Multi-purpose lighting
- Hand carts for easy loading
- Climate control
- Professional staff assistance

www.storagepost.com



STORAGE POST

ONE MONTH FREE

(on select units)

- Experienced and friendly storage specialists
- Unit access 7 days a week, 365 days a year
- Convenient drive-up units
- Moving equipment for easy loading and unloading
- Full line of packing supplies
- Car, boat and RV storage
- Online bill pay

Harvey

2350 Brooklyn Ave.
(At Lapalco and Brooklyn, behind Whitney Bank)
504-322-1645

2520 Destrehan Ave.
(Off Lapalco behind Woodmere Plaza)
504-684-8858



STORAGE POST

ONE MONTH FREE FREE truck and driver with every rental

- No security deposits
- Month-to-month contracts
- 24-hour video monitoring
- Online bill pay
- Full line of packing supplies
- Friendly storage specialists

BRONX
112 Bruckner Blvd.
(Off Bruckner Wtch Ave. Bridge)
718-402-8612

PELHAM
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Mockup 1



Mockup 2



Mockup 3



Mockup Photo



Final

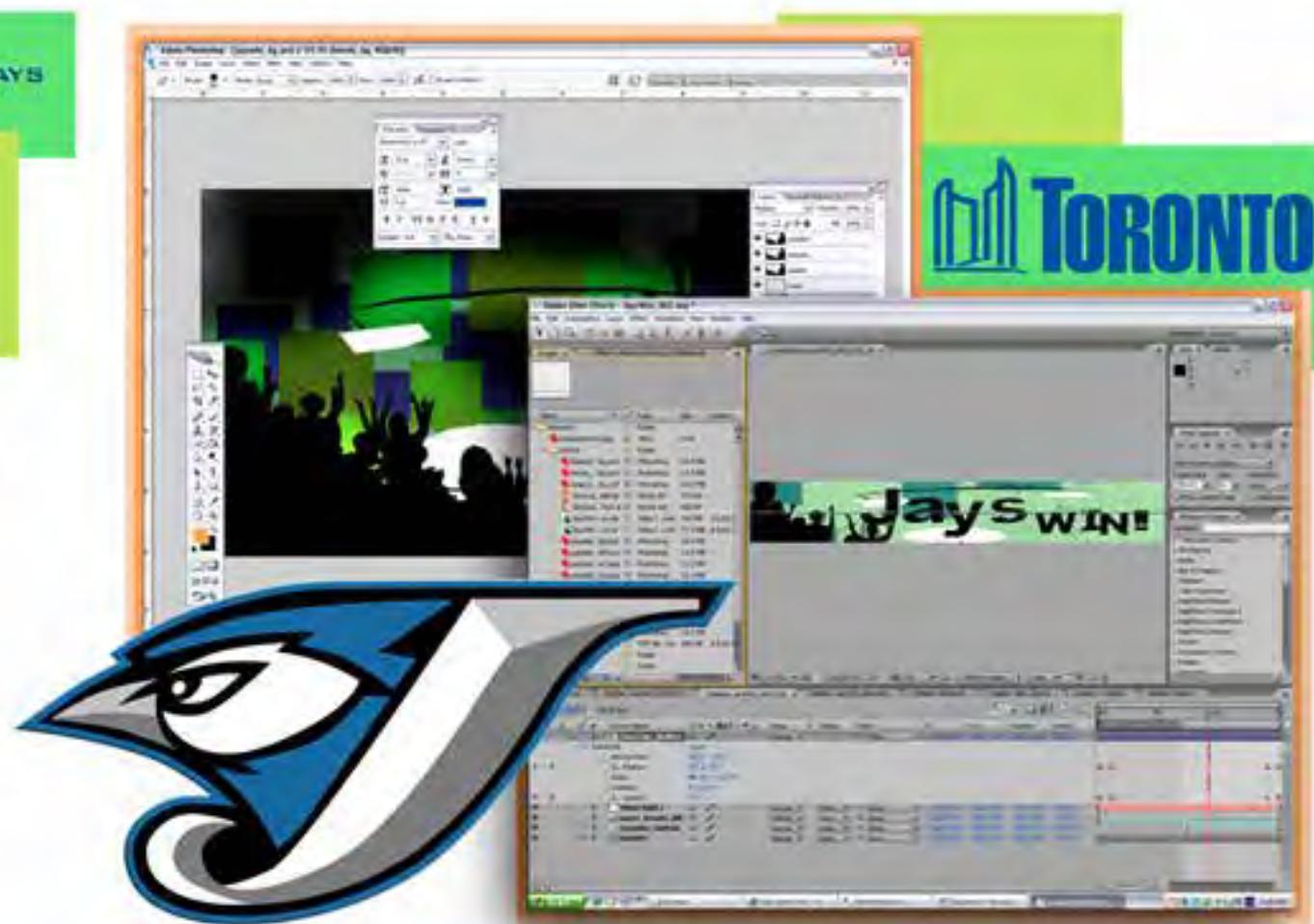


Motion Graphics

AK



Created with Adobe After Effects and Photoshop.



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Alarm Force Target Trivia

Role: Lock - Elements needed - Responsibility - Artwork -

Task: 81 games Weekly / Weekend Videoboard / Keyframe

Timeline: 30 SEC

Overview:

An animated spot would incorporate the alarm force logo along with an animated bow & arrow that is projected towards a bull's eye or graphic incorporating alarm force logo.

The bull's eye morphs into the trivia questions with 2 - 4 answer options (which would be updated by Blue Jays Control Room via chyron).

* NO FISHING OR PROFILING REQUIRED (WILL USE SAME AS ALARM FORCE DEFENSIVE ALIGNMENT)

Two concept sketches are shown: one showing a close-up of a bull's eye, and another showing a hand holding a bow with a target in the background, labeled "Red".

Created with Adobe Illustrator and Photoshop.



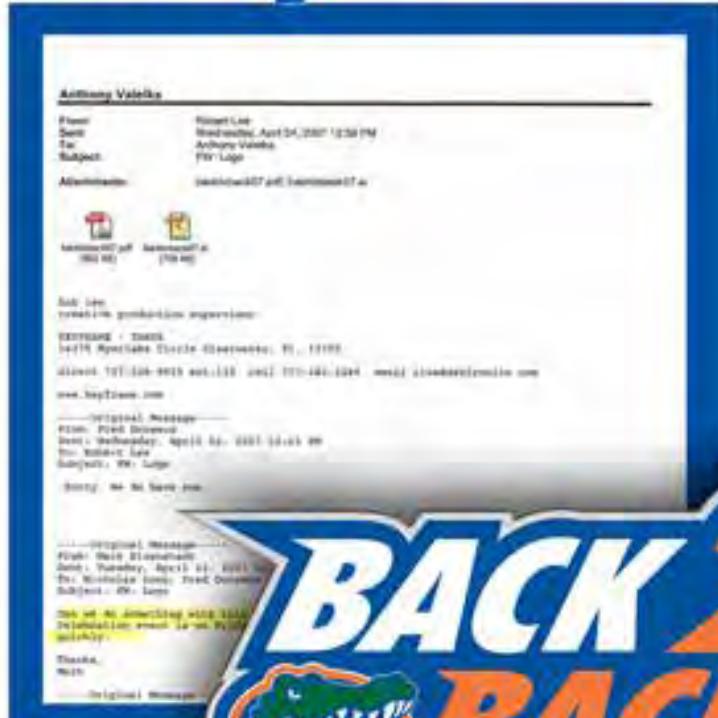
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Created with Adobe After Effects and Autodesk Maya.



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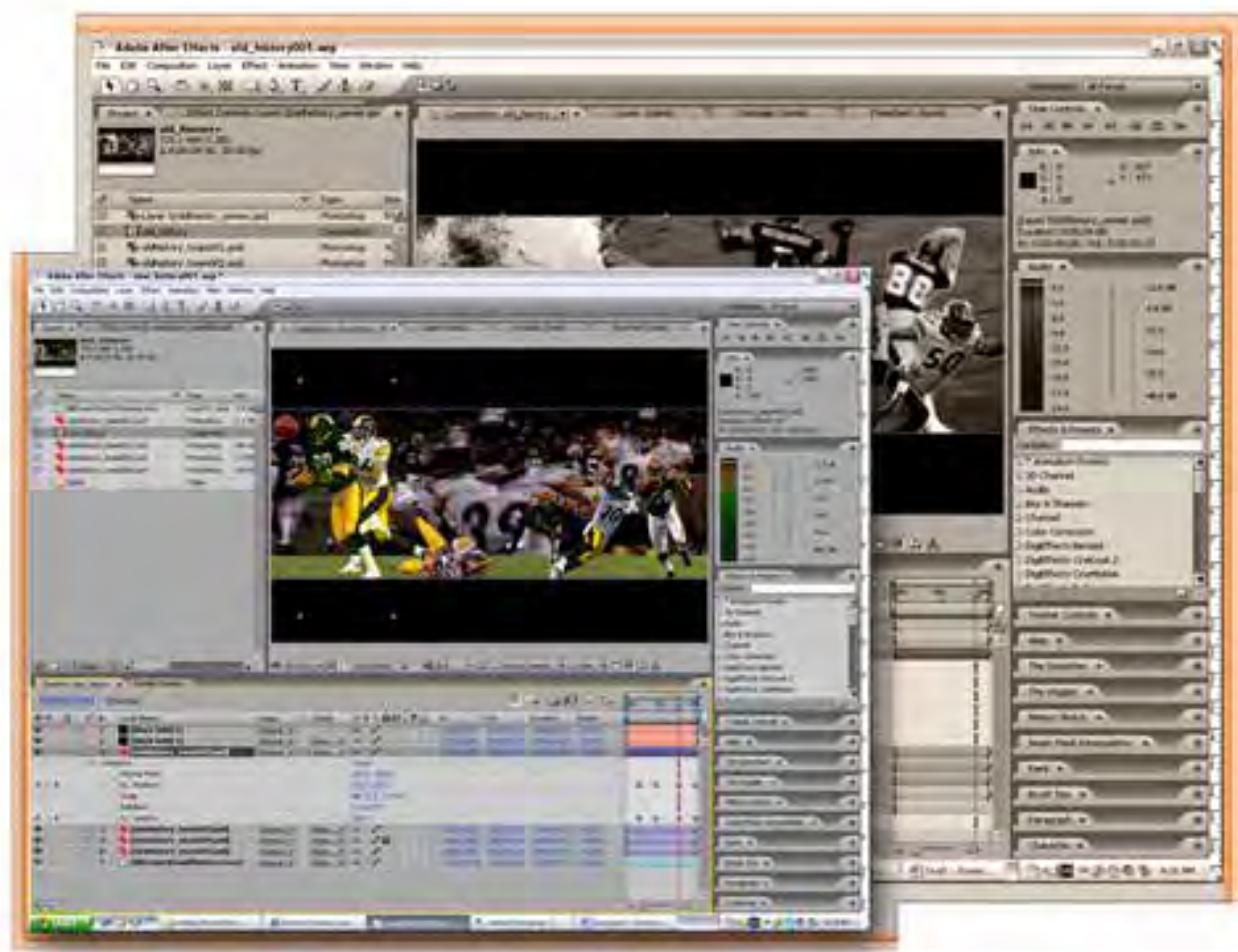
www.daktronics.com

26.04.2007

PROJ. DESIGNED FOR "PITTSBURGH STEELERS"
IN ASSOCIATION WITH THE "75TH ANNIVERSARY"
I WAS DESIGNATED TO DESIGN THREE DIFFERENT
MONTAGES TO FIT WITHIN THE MAIN COMPOSITION
DESIGNED BY TEAMMATES.



Created with Adobe After Effects and Final Cut Pro.



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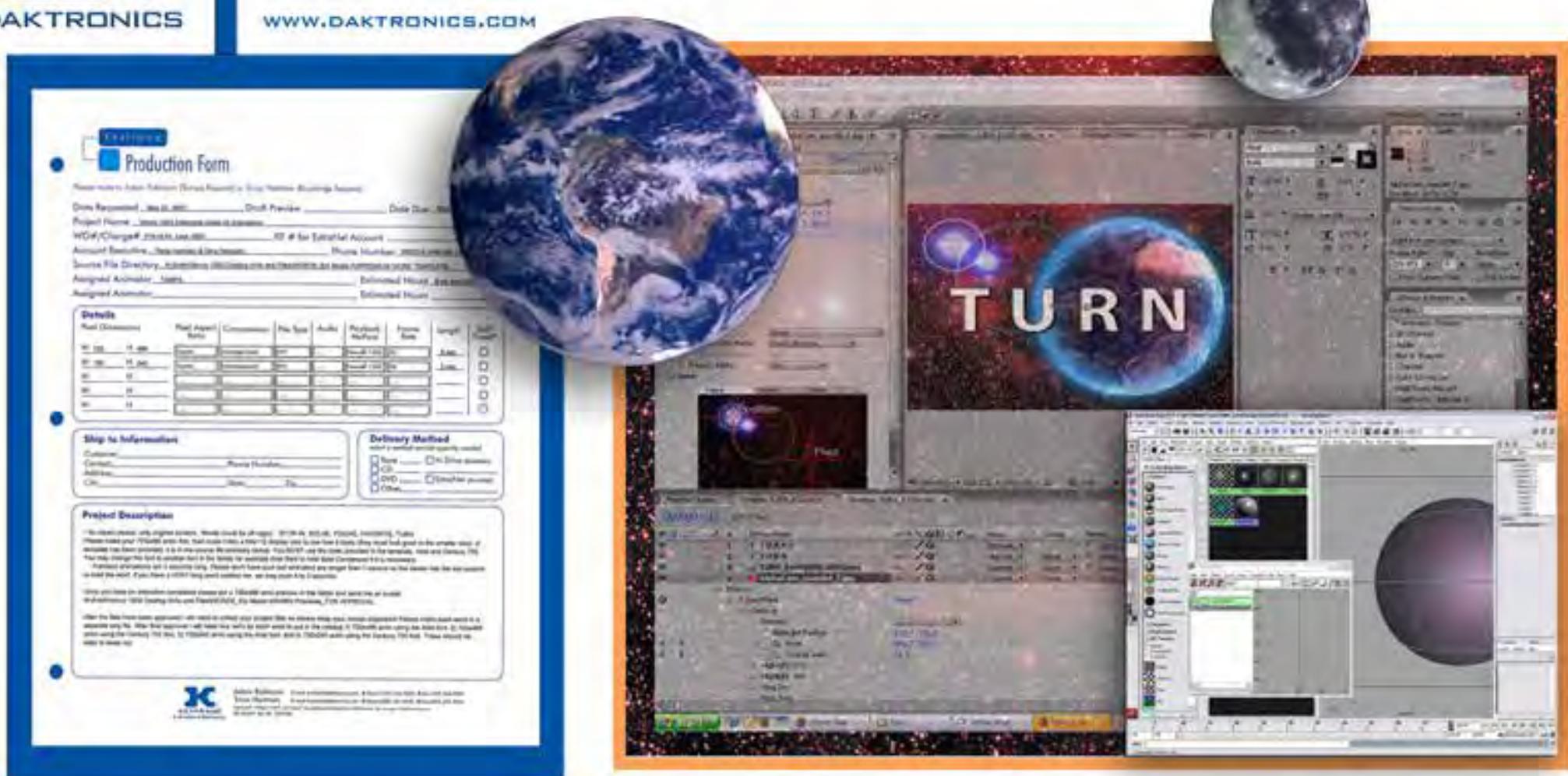
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Motion Graphics

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Created with Adobe After Effects,
Photoshop and Autodesk Maya.



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