



## **Vertek Delivers a 3–Year Operational Plan to Telepak Networks To Support Future Growth**

Colchester, VT – June 16, 2010 – [Vertek Corporation](#), a leading provider of end-to-end business process outsourcing, business consulting, order provisioning and managed business assurance offerings for the telecommunications industry, announced today that it has completed a six month consulting assignment for [Telepak Networks](#), a full service provider of Internet, telecommunications, and network services. As part of [Vertek’s Business Process Optimization](#) (VBPO) offering, Vertek’s team of business consultants conducted an end-to-end operational assessment that covered processes, systems, organizational changes and personnel.

This engagement provided Telepak Networks with a roadmap and a series of prioritized operational recommendations that deliver both short term efficiency and long term scalability benefits. By implementing these recommendations, Telepak Networks will be able to broaden their suite of services, and efficiently scale to handle a larger and more diverse customer base while maintaining a high level of customer satisfaction.

“At Telepak we are committed to our customers and maintaining a high level of customer satisfaction.” said Gregg Logan, Vice President - Broadband, Telepak Networks. “As we prepare for growth, it was critical for us to work with an experienced telecom consulting company like Vertek, who could understand our business, goals and values in developing a long term operational plan, and who had the hands-on experience of doing the work themselves day-to-day.”

The operational assessment covered all operational areas including network operations, billing, engineering, customer support and field services. Deliverables as part of the recommendations included:

- Present Method of Operations (PMO) Documentation
  - current process flows
  - assessment and gaps of current operations
  - assessment and gaps of current systems
- Future Method of Operations (FMO) Documentation
  - future process flows
  - organizational modifications
  - key performance indicators and associated targets
  - training plans
  - future system architecture and requirements

“Vertek’s extensive operational and business experience in the telecom domain across all sizes of carriers provides us with a unique perspective that we leverage when assisting our clients in meeting their goals and avoiding the common mistakes that typically occur when scaling for growth,” said Brad Soutiere, President and COO of Vertek. “It is exciting to work with clients like Telepak Networks, who have a clear vision of where they want to be, and know how to leverage resources like Vertek to accelerate and realize that vision.”

Vertek Business Process Optimization service is a high-value business consulting solution that provides communication providers with the most innovative, cost-effective means—from pre-sales to billing—to successfully complete projects, improve service and boost financial performance. By bringing unsurpassed strategic thinking and planning, in-depth resources and extensive experience, Vertek helps to correct inefficient processes or create entirely new processes, evaluate systems and information flows and address organizational structures.

### **About Telepak Networks**

Telepak Networks, Inc. is a full service provider of Internet, telecommunications and network services. Telepak Networks, via fiber optic cable, offers high-speed Internet, enhanced digital video services, as well as local and long distance service on a single bill for homes and businesses. Telepak Networks is a wholly owned subsidiary of Telapex, Inc., a Jackson, Mississippi based telecommunications company. Telapex's affiliated companies have a long history of providing telecommunication services throughout Mississippi and parts of the adjoining states. Two of the companies date back to providing phone service in parts of Mississippi for almost fifty years.

## **About Vertek Corporation**

Vertek Corporation, founded in 1988, is a leading provider of end-to-end business process outsourcing, business consulting and managed business assurance offerings that allow communication providers to reduce costs, improve customer experiences, grow revenue and ultimately improve profitability. Vertek specializes in Business Assurance, Financial Assurance and Partnership Assurance, Network Migration, Complex Order Management and Provisioning and Process Design & Optimization. As an independent professional services company, Vertek combines extensive telecommunications expertise in both legacy and next generation environments with leading edge information technology to immediately deliver significant value as an extension of the client team. Located in Chatham, NJ and Colchester, VT, Vertek also provides communications service providers with flexible outsourced managed services that are highly customer focused and less expensive to deploy and operate than anything that could be accomplished internally. For additional information visit [www.vertek.com](http://www.vertek.com).

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