



BUILDING RELATIONSHIPS.  
PURE & SIMPLE.

## DISCOVER MICAHTEK

Taking care of the complexities so you can simply succeed ...  
That's why MicahTek exists. Like the unseen complex machinery of a precision timepiece, we operate out of sight so that you can experience the up-front benefits of our work. With that in mind, we are a full turn key solution, a one-of-a-kind company offering nonprofit organizations and commercial businesses a broad spectrum of:

- information management
- inbound/outbound call center
- internet solutions
- distribution services

We handle the complex issues, problems, and details so you can accomplish your mission and simply succeed. After all, what could be more important than your relationships with members, customers, and supporters? MicahTek is your first-class agency that builds on those relationships by providing you creative solutions for today and empowering your growth for tomorrow.

LEAVE THE COMPLEXITIES TO US – AND SIMPLY SUCCEED AT WHAT YOU DO.

TIME IS MORE THAN MONEY ...  
IT IS YOUR WINDOW OF OPPORTUNITY TO CHANGE THE WORLD.

## YOUR TIME ... YOUR FREEDOM

At MicahTek, we aim to give you the freedom and time you need to build the relationships necessary for your success. Working alongside you as a transparent extension of your organization, we strive to offer you a wide range of capabilities that put your needs first.

### OUR MISSION

MicahTek exists to serve others and help them fulfill their potential.

### OUR SERVICES

- call center
- database management
- order fulfillment & warehousing
- e-commerce
- web design
- mail processing & caging
- creative services





CREATING CONNECTIONS IS THE FOUNDATION  
TO BUILDING RELATIONSHIPS.

Your incoming calls are answered swiftly and skillfully by operators in our call center – 24 hours a day, 7 days a week. As your representatives, our operators are carefully selected and trained, and they have all the right information about your organization, your products, and your special events at their fingertips. But just answering the phone for you is only the beginning of our call center services ...

- live operators (24/7 – 365 days a year)
- overflow services
- online personalized scripting
- customer service support
- special event registration
- orders, subscriptions, pledges
- automated order processing
- call prompter
- customized on-hold messaging
- customized greetings
- call back features
- call recording
- customized agent training
- trained prayer agents
- international toll-free numbers
- ACH check processing
- real-time credit card processing
- real-time conversion reporting
- real-time online media performance reporting
- real-time online nationwide market analysis reporting
- voice broadcasting

**CALL CENTER**

**CONNECTING**

YOU TO THE  
WORLD



Imagine the benefits of merging incoming mail, phone calls, and Internet transactions into a tightly integrated database that you can access anywhere and anytime using our NET-View program at [www.micahtek.com](http://www.micahtek.com). Our online NET-View database application is perfect for organizations that demand control but require growth and flexibility. Avoid purchasing expensive hardware and software. Instead, let us train your staff to maintain your database information on MicahTek's secured servers with NET-View, with services such as ...

- centralized database operating system
- real-time credit card processing
- dynamic transaction history
- product orders
- data segmentation
- contributions
- extensive online reporting
- online customer account inquiry
- data conversion
- duplicate record elimination
- PCI compliance
- sound scan reporting™
- book scan reporting™

## DATABASE MANAGEMENT

GIVING YOU

**CONTROL**

AS YOU

GROW

KNOWLEDGE IS POWER – BUT APPLIED KNOWLEDGE IS WISDOM.



In a culture where customer service and quick satisfaction are vital for your success, MicahTek's renowned product fulfillment and warehousing division will enhance your consumer relations by meeting all of your fulfillment needs, with services including ...

- 24-hour order turnaround time
- packing slip printing
- individual and event shipments
- direct mail, magazines, newsletters
- personalized response letters
- event registrations materials
- subscription and pledge processing
- online order tracking
- database access for client updates
- real-time inventory control
- climate controlled inventory storage
- online inventory reporting
- domestic and international
- freight forwarding
- centralized location saves on postage costs
- complete product replication & assembly (CDs, DVDs, etc.)
- EDI programming available

## ORDER FULFILLMENT & WAREHOUSING

GETTING YOUR  
**MESSAGE**  
TO THE  
MASSES



BEHIND-THE-SCENES PRECISION RESULTS IN UP-FRONT SATISFACTION.

FORWARD MOVEMENT STILL RELIES UPON TIME-TESTED PRINCIPLES.

With MicahTek's data integration, now your organization can have a dynamic and interactive website! MicahTek's eCommerce Solutions bridge the gap between your organization's website and your database information.

Anytime, 24 hours a day, your customers and members are in touch with your organization! Data integration functionality is virtually unlimited:

- online shopping
- online donations
- recurring donations/pledges
- account transaction history
- user account updates (address changes, etc)
- order status and history (if MicahTek does the fulfillment)
- unique customer login
- online upsells
- name and address changes
- customer service requests
- prayer and praise reports
- mp3 downloads
- tax receipt records
- real time credit card processing
- event registration
- seamless e-commerce database integration
- online e-commerce maintenance
- PayPal™
- net donor

## E-COMMERCE

TAKING YOU  
HIGHER INTO

## TECHNOLOGY



UNDERSTANDING YOUR UNIQUE MISSION  
AND SPECIFIC PASSION SHOULD BE  
AS EASY AS TELLING TIME.

It's important your website be an expression of who and what you are. Attractive and functional websites do not just happen. Using state of the art website technology MicahTek's website developers will create a fully functional and professional website you're proud of. Website designing is a never-ending process. Keeping your site creatively fresh will keep visitors coming back for more!

- website design
- website hosting
- seamless e-commerce
- e-mail list server
- mobile text messaging
- streaming media

**WEB DESIGN**

**COMMUNICATING**

YOUR  
PASSION





Responsive processing and fulfillment of incoming mail will build the relationship between you and your constituents. Handling and processing each and every piece of incoming mail promptly and accurately is MicahTek's avenue to your profitability. In addition to tight internal controls on our end, you can access mail processing data online using NET-View. The benefits of customer satisfaction through expedited mail processing will be evident on your bottom line with our Caging, Cashiering, and Mail Processing services ...

- retrieving mail from PO box
- opening mail
- batching mail
- data entry
- armored car deposit
- secure and bonded employees

PROMPTNESS  
PRODUCES  
SMOOTH-WORKING  
&  
LONG-LASTING  
RELATIONSHIPS.

## MAIL PROCESSING & CAGING

### SAFEGUARDING

YOUR  
ASSETS



To make sure you have all the complex creative components you need, MicahTek offers customized creative solutions. We recognize the uniqueness and passion of each of our clients – and we make sure that comes through in all our creative work for you, including ...

- new name and partner strategies
- direct mail programs
- partner mailings
- custom design solutions
- pledge programs
- subscriptions systems
- conference and registration systems
- special event coordination
- e-blast coordination
- voice broadcast coordination

## CREATIVE SERVICES

TURNING  
**IDEAS**  
INTO REALITY

IT TAKES A TRUE CRAFTSMAN  
TO COMBINE FORM AND FUNCTION  
– AND PRODUCE A MASTERPIECE.





ISN'T IT  
**TIME?**



*We serve others and help them fulfill their potential.*

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