



Quality.

Integrity.

Efficiency.

Flexibility.



ACCOMMODATING SOLUTIONS
CAMIS



ACCOMMODATING SOLUTIONS

“The whole thing went very smoothly... [the] system worked very well and it was awesome...it was great to see such smooth service.”

What's our business?

A young mother picks up the phone to make camping reservations for her family vacation. A frustrated computer user is guided through a file download to repair his operating system. A political strategist reviews with satisfaction the latest poll results. A retired couple buys tickets online.

In each case, Camis staff and technology make these transactions possible, **professionally and seamlessly**. If these are your customers, they get what they need. Through the intelligent application of technology, we make it easy to delight your client.

That's our business.



A HISTORY OF SOLUTIONS

The Ontario Ministry of Natural Resources won the Showcase Ontario Diamond Award in the category of “Serving Ontario’s Citizens Better” for the new Ontario Provincial centralized reservation system provided by Camis Inc.

As do most organizations, Camis has modest beginnings. We started in 1979 as a whole park contractor under the Ontario Ministry of Natural Resources in Canada. We developed a reputation for excellence in park maintenance and customer service, designing systems for reservation and point-of-sale transactions, and developing **expertise** in software and hardware solutions. We still operate parks in Ontario.

The solutions we developed from the ground up – **robust, flexible, scalable** – have proven to be successful in applications across North America. The Camis product, composed of software, hardware, training and systems support, is now one of the most widely used registration, reservation, and cash control systems in Canadian public parks. Out of our head office in Guelph, Ontario, and U.S. Operations Office in Boise, Idaho, we support systems which include **more than 400 workstations** across North America.



OUR CAPABILITIES

Camis specializes in developing and staffing both telephone and on-line reservation systems. This allows us to provide you with several other services including:

Software Development

Your company's communication needs are not precisely the same as any other's. Our **custom software development** recognizes this, and gives you the ability to keep your staff focused on the corporate mission.

Call Center

Whether you require an outbound survey or an inbound tech support line, our call centre agents stand ready to take up the challenge. Because we manage our own training, we can **quickly respond to your needs.**

Infrastructure

Our expert technicians can develop a **communications network for you**, in virtually any area, utilizing virtually any technology. No matter where you are and what challenge you face, we've probably already tackled it.

Service, Training & Support

Of course we back our product. We train your staff. We answer your questions. We keep your system up and running. But to us, that's not enough. We want you to have the solutions to your problems at your fingertips, and we'll do whatever it takes to ensure that our system provides you the **service that you need, when you need it.**

"I use the computer constantly to make all travel arrangements, and I wanted you to know how much I enjoyed the ease-of-use in making my reservation on your site.

The site is well-organized, intuitively-friendly, and packed with information in a logical and user-friendly manner."



DEVELOPING SOLUTIONS

Developing intelligent software to address the problems you face every day is what we mean by accommodating solutions. We assess the challenges your organization faces, whether in point-of-sale software, inventory tracking and control, agent scripting, transactions management, or a host of other areas. We then **create custom solutions** which can dramatically increase your efficiency and quality of customer service. Let us give you an example:

Voyageur Provincial Park found its check-in and site inventory system increasingly cumbersome. Campers would arrive with equipment inappropriate for their site, campsites were often double-booked due to clerical errors, wait times for site-specific reservations were growing: the problems seemed endless. Park management called Camis for help. Now, gate attendants no longer write out permits by hand, calculate fees, update campsite boards, or use a manual filing system. Onscreen maps **instantly update** with available sites. A growing database of campers' information, keyed on telephone numbers, makes information retrieval (and further contacts) easy. The resulting efficiencies gained by the Camis system quickly repaid the park's investment.

Camis solutions are also used to process and track sales and inventory in stores, provide internet access to staff and patrons, operate security gates, and even manage credit and debit card transactions automatically through satellite linkup. These solutions only hint at the range of possibility at Camis.

The Ontario Ministry of Natural Resources:
Ontario Parks along with Camis Inc. was
awarded one of twenty four Canadian
Information Productivity Awards for its
centralized reservations and
registration service.



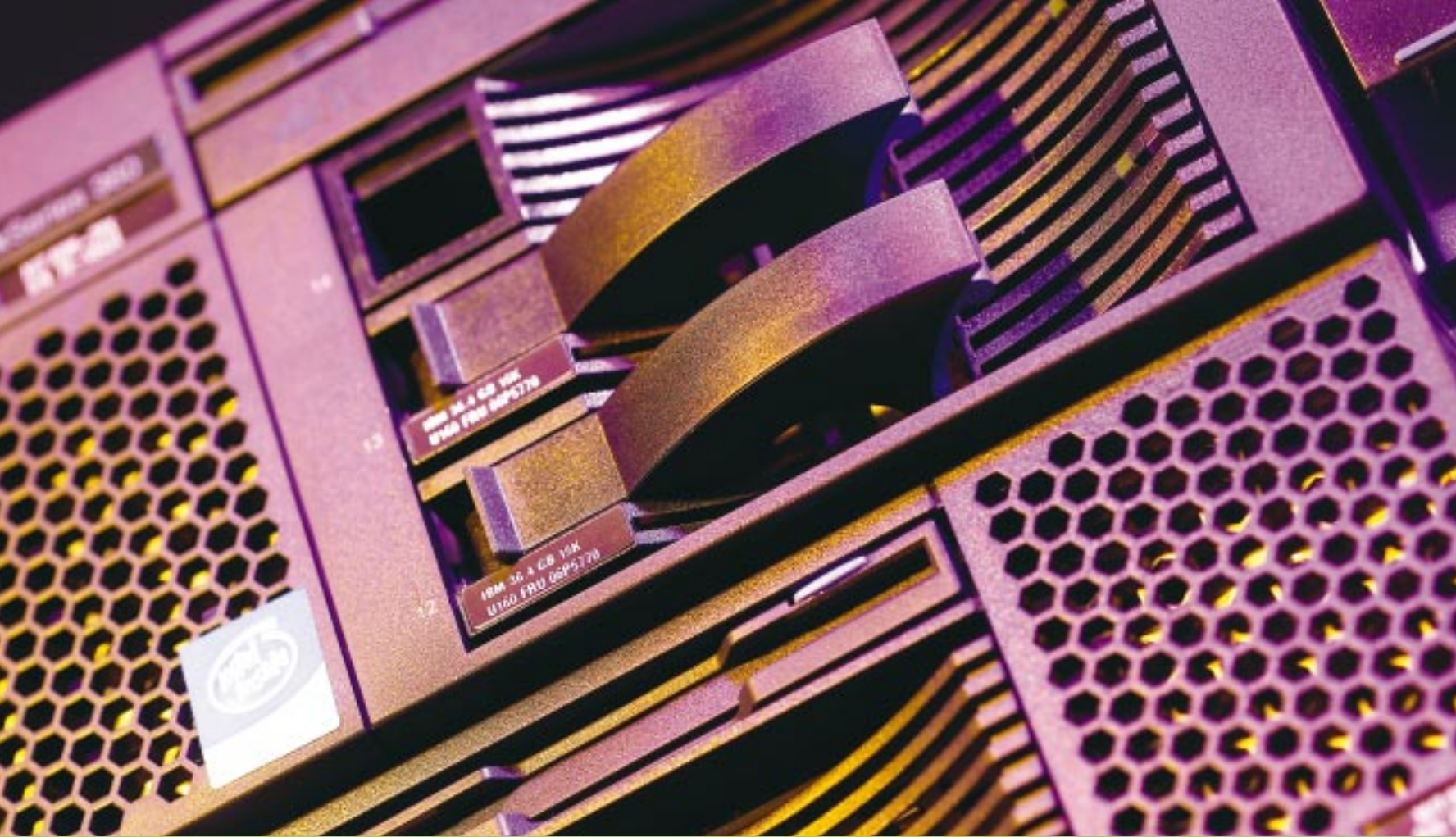
CALL CENTER

“CAMIS responded quickly to meet the needs of our campaign. Friendly and professional staff surveyed the electorate and we reached our goal with ease.”

The heart of any call center is people. We are located near three universities, and have found a remarkable labor force of bright, energetic, and highly motivated employees at our doorstep. Our **people** are computer literate, willing to work shifts, and understand what it is to be a team player. We offer competitive wages which are tied to performance and attendance, and our turnover rate is very low.

Staffed with these intelligent, well-trained agents, under quality-conscious management, Camis' Call Center can quickly embark on an outbound campaign or respond to **high volumes** of inbound calls. Since we develop our own training programs and monitor call quality, we can ensure that your customers or respondents are treated with respect. Many of our agents are multilingual.

Hiring and training talented staff is useless without providing top-quality equipment for their use. At Camis we've invested heavily in **state-of-the-art hardware** and have developed **custom software solutions** to create a robust, reliable infrastructure. For more information on our Call Center, please contact our office or visit www.camis.com



INFRASTRUCTURE

Reliable hardware and networks are the cornerstone of our solutions, that's why we ensure that we purchase only the best hardware backed by sizable manufacturer warranties.

Set up a communications network in the wilderness, with unreliable electricity and no phone grid? We've done it. The Camis team includes experts in network administration, and design. These professional installation teams have **extensive experience in design, installation, and maintenance** of remote-area networks, many of which present challenges such as substandard electrical and communications conditions. Through a proven methodology of infrastructure grid development, and localized solutions requiring some ingenuity, our technicians can establish a data connection virtually anywhere. Camis currently maintains over 80 networks in remote areas, most of them linked via satellite or other means into a **centralized real-time service**.

Whether a standard LAN, fiber-optic, or wireless network is required, our teams can configure your area to take advantage of the current and future generation communications technology.



SERVICE, TRAINING & SUPPORT

"The Camis Support Line is always ready to assist. Whether I'm calling with a simple question or a more complicated problem, the support staff act quickly to make sure I'm taken care of."

Our support is second to none. Since so much of our business involves custom solutions, we have developed our own support system to ensure that you and your customers are always **just a call away** from a solution.

When you implement a Camis solution, our trainer will work on site with your system managers to train them in the use of the software and hardware. Your managers then become the local system experts and train the remainder of the staff.

Technical Support

Our support call center answers questions and provides assistance in resolving problems. Our call agents have instant access to our Knowledge Base, a compilation of proven solutions from over **two decades of expertise**.

Camis maintains a staff of qualified technicians to provide on-site support. We will come to your site to perform general and preventative maintenance, or to resolve an urgent problem.

If you choose to work with Camis, rest assured, we will **deliver on our promises**.

That's our business.



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