



**CONTACT INFORMATION:**

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**TITLE: Ready, Set, Grow...Ways to Future-Proof your Business Services**

**DESCRIPTION:**

During this session, Element will discuss best practices of providers on the fast track. Explore how to add new technologies and services into your existing processes. Learn methods for quality control as your employees change. During this discussion, Element will focus on how to manage growth in an ever-changing industry.

**LEARNING OUTCOMES:**

The participants will:

- Discuss common challenges associated with growth.
- Identify and understand costs associated with adding new technologies and services.
- Define measurement standards to use as you grow.
- Learn the importance of outsourcing to reduce operational expenses.

**BIOGRAPHICAL INFORMATION:**

**MATT ZEMON, PRESIDENT, ELEMENT CUSTOMER CARE – POWERED BY CSG**

A marketing and operations specialist, Mr. Zemon brings over 15 years of operations and marketing experience to Element Customer Care. Prior to founding Element Mr. Zemon was the President of Bulk TV & Internet, a private cable operator with over 30,000 subscribers across the nation.

Element Customer Care is a Durham, NC-based company that offers CSG billing services, tech support and an elite customer service call center. Element's partnership with CSG Systems gives its clients access to CSG's unique combination of solutions, services and expertise to improve operational efficiencies and deliver a quality customer experience in a competitive marketplace.

Element, powered by CSG Systems, was named "Preferred Billing and Customer Care Provider" for the National Cable Television Cooperative. As of early 2008, Element supports over 100,000 cable and internet customers as well as over 300,000 hotel rooms and has over 250 employees and full-time contractors.

**STATEMENT OF UNDERSTANDING**

**We understand and agree that this seminar is to be educational in its nature and that no specific product will be sold during the presentation.**