

StarTek

Going Boldly into the World of Centralized Time and Attendance



It was Horace Greeley, editor of the New York Tribune who coined the phrase "Go West, young man, go West." For those brave individuals that weren't afraid of new challenges

and opportunities the advice was taken to heart and the expansion into the great American West began. It seems completely appropriate that StarTek started in Greeley, Colorado, the city named after this unique visionary.

StarTek was founded in 1987 as StarPak, a small product packaging and fulfillment company. Quickly building upon early success, they opened their first customer contact center in Greeley with expanded service offerings to include customer interaction management. On December 30, 1996, StarTek was incorporated and the following year completed a successful initial public offering of its common stock. Today StarTek employs about 1,655 people in Colorado and Wyoming. The company employs 7,100 people worldwide.

Since going public their growth has been exceptional and increases in year-over-year sales have been significant. StarTek is committed to continue to build a company that serves as a beacon for all to follow and a benefit to all those with whom they do business.

Helping Companies Care for their Customers

StarTek performs a myriad of customer care, customer acquisition and receivables management functions for some of the world's largest organizations.

But no matter what business processes they own for their client, they deliver their tailored solutions through strong strategic partnerships based on core competencies of:

- Large Scale Project Implementation
- Distributed Resource Planning
- Extended Training and Quality Assurance

These competencies provide a dynamic foundation of organizational skill allowing StarTek to remain agile in meeting client and market demands, while maintaining operational excellence in the delivery of any service they perform for their clients. StarTek helps companies provide the best care for their customers, driving revenue through retention and up-sell.

A Dream Becomes a Reality

In 2003, ADI Time worked with StarTek to deploy a centralized ADI Time time and attendance installation. This consisted of moving multiple installations of ADI Time to a single server at their Corporate Office. From a System Administration perspective, this freed up local system administration resources as they were no longer forced to rely as heavily on local support.

For the employees in Teleservices, StarTek pulls their in/out punches from their login times on the phone system. This information is then used to produce a weekly time card for the employees and it is also used to bill out clients. ADI Time is used to create master schedules for the employees. The comparison of scheduled time versus actual work time is used to determine schedule compliance, accuracy and adherence. Management uses the information to review how well scheduling was projected versus the actual time worked. This information is also carried over to Financials for work utilization.

Why ADI Time?

ADI Time is a solid end-to-end turnkey solution which enabled StarTek to move time and attendance entirely to the corporate level, with little or no support required onsite. ADI Time provided the needed flexibility in a solution that enabled StarTek to institute a centralized time and attendance solution and provide accurate information about who is working when and where which helps to eliminate intentional or unintentional mistakes. StarTek notes that their biggest benefit obtained from this new system would be – that it helps them to see what their eye is on currently as well as where they want to be in the future.



About StarTek, Inc.

StarTek is a provider of business process outsourced services with 19 operating facilities. StarTek works closely with clients to develop and implement solutions for customer care,

technical support, receivables management, complex process management, and packaging and fulfillment. The company serves clients in the telecommunications and computer software fields, as well as numerous other industries such as consumer products, cable TV and entertainment. For more information about StarTek visit www.startek.com.

About ADI Time

ADI Time is a complete time and attendance solution designed for a wide variety of workforce management needs. Our systems offer reliable, innovative features that easily integrate with popular human resource, financial management and payroll software. Our labor management solutions address the most complex workforce challenges in the most labor-intensive industries, resulting in tangible savings and improved productivity.

We devote all our resources to the development of products and services that respond specifically to the needs of each customer. Our commitment to serve our customers as a true business partner remains as strong as ever. For more information about ADI Time, contact us at 401.438.5500 or visit us on the Web at www.aditime.com.