

NorthEast Contact Center Forum 11th Annual Vendor Expo

June 12, 2012 * Gillette Stadium * Foxborough, MA



Dear Interested Sponsor,

Thank you for your interest in the upcoming 11th Annual NorthEast Contact Center Vendor Forum. This year's event will be taking place on June 12, 2012 at Gillette Stadium, home of the New England Patriots. Details of all current sponsorship opportunities are attached.

Sponsorship for this highly anticipated event is available on a first come, first served basis. Please note that we have limited number of opportunities available for participation. As we do expect this event to sell out, sponsorship will not be confirmed until your payment has been received.

The NECCF is a non-profit organization and we rely on the sponsorship dollars to offset the costs of the event. This allows a large number of attendees to participate for an attractive rate while maximizing the sponsors' exposure to the group.

There are many benefits to sponsorship. Some of the obvious advantages include unrestricted access and high-level exposure to a distinguished group of attendees. In addition, sponsors will have the opportunity to network with current clients while meeting potential new ones in a relaxed business setting. Your company will also receive extensive identification associated with the event through a variety of outlets.

We would welcome the opportunity to discuss the event with you further. Please contact Valerie McSorley, Avant Garde Events, with any additional questions. Valerie can be reached at 617.935.9040 or via email at Valerie@avantgardevents.com .

We look forward to seeing you in June!

Sincerely,

The NorthEast Contact Center Board of Directors
www.neccf.org

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Sponsorship Opportunities

Gold Sponsor:

- Company logo will appear on the forum website, www.neccf.org
- Company url posted on the event website
- Opportunity to include company produced White Paper on the forum website, www.neccf.org for the entire calendar year of 2010
- Inclusion in all event related advertising in the Contact Center Pipeline Journal, both print and web. Publication is distribution to over 60,000 Contact Center Executives.
- Full page advertisement in the conference workbook
- Opportunity to provide promotional materials and giveaways to all attendees
- 8 attendance passes
- Exhibit booth space included
- Company will be given opportunity to deliver a workshop of 30 minutes to all attendees
- Unlimited access to all attendees, speakers, sponsors and special guests

Cost: \$7500

Silver Sponsor:

- Company logo will appear on the forum website, www.neccf.org
- Company url posted on the event website
- Full page advertisement in the conference workbook
- Opportunity to provide promotional materials and giveaways to all attendees
- 6 attendance passes
- Exhibit booth space included
- Unlimited access to all attendees, speakers, sponsors and special guests

Cost: \$4000

Bronze Sponsor:

- Company logo will appear on the forum website, www.neccf.org
- Company url posted on the event website
- Full page advertisement in the conference workbook
- Opportunity to provide promotional materials and giveaways to all attendees
- 4 attendance passes
- Exhibit booth space included
- Unlimited access to all attendees, speakers, sponsors and special guests

Cost: \$3000

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Forum Luncheon Sponsor:

- Opportunity to make a short presentation (approximately 5 minutes) to the group during lunch
- Sponsors may distribute brochures or promotional items
- Signage will be provided
- Company logo will be included on the forum website, www.neccf.org
- Full page advertisement in the forum program book
- 4 attendance passes

Cost: \$3000

Stadium Tour Sponsor:

- Opportunity to sponsor a Stadium Tour for all attendees. Your company will host an hour long tour of Gillette Stadium, home of the New England Patriots! A truly unique and memorable experience for all attendees!
- Sponsors may distribute brochures or promotional items, table will be provided
- Signage will be provided
- Company logo will be included on the forum website, www.neccf.org
- Full page advertisement in the forum program book
- 4 attendance passes

Cost: \$2750

Conference Tote Bag Sponsor:

- Opportunity to sponsor the conference tote bags which will be distributed to all
- Sponsors may distribute brochures or promotional items, table will be provided
- Signage will be provided
- Company logo will be included on the forum website, www.neccf.org
- Personalized tote bags will be produced with your company logo and the NorthEast Contact Center Forum logo and distributed to all attendees
- Full page advertisement in the forum program book
- 4 attendance passes

Cost: \$2500

Afternoon Refreshment Break Sponsor:

- The refreshment break includes coffee, soft drinks, bottled water, and snacks
- Signage will be provided
- Sponsors may distribute brochures or promotional items, table will be provided
- Company logo will be included on the forum website, www.neccf.org
- Full page advertisement in the conference workbook
- 2 attendance passes

Cost \$2250

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Morning Refreshment Break Sponsor:

- The morning refreshment break includes coffee, tea, fruit and muffins
- Signage will be provided
- Sponsors may distribute brochures or promotional items during the break, table will be provided
- Company logo will be included on the forum website, www.neccf.org
- Full page advertisement in the conference workbook
- 2 attendance passes

Cost \$2250

Exhibit Booth:

- 8 x 10 exhibit space containing a 6 x 3 draped tabletop and 2 chairs will be provided
- Electricity and internet access available as needed for an additional cost.
ALL REQUIREMENTS MUST BE ORDERED IN ADVANCE.
- 2 attendance passes
- Full page advertisement in the conference workbook

Cost \$2250

Tabletop Display:

- One 6 x 3 draped tabletop and 2 chairs will be provided
- Electricity and internet access available as needed for an additional cost.
ALL REQUIREMENTS MUST BE ORDERED IN ADVANCE.
- 2 attendance passes
- Half page advertisement in the conference workbook

Cost \$1700

Conference Workbook Advertising:

- Full page, black and white advertisement in the conference workbook

Cost \$250

SPECIAL NEEDS:

Internet access is available for an additional \$250.

Electricity is available for an additional \$85.

Internet access and electricity **MUST BE** ordered in advance.

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EXPO AGENDA*:

10:00 am Check In & Registration
Morning Refreshments Offered
11:00 am Workshop #1
11:30 am Workshop #1 Concludes
11:45 am Workshop #2
12:15 pm Workshop #2 Concludes
12:30 pm Luncheon for Guests & Sponsors
Three course, plated lunch to be served
1:45 pm Raffle Prizes to be Awarded
2:00 pm Keynote Presentation
3:00 pm Behind the Scenes Tour of Gillette Stadium
Afternoon Refreshments Offered
4:00 pm Event Concludes

*Final program subject to change

WHO WILL ATTEND:

We expect an audience of 300+ Call Center Executives from a variety of industries including financial services, retail, utilities, insurance, telecommunications, banking, health care, etc. Our attendees represent companies residing in the NorthEast specifically Massachusetts, Connecticut, Rhode Island, Vermont, New Hampshire and Maine.

ABOUT THE NECCF:

The NECCF was founded in February 2001 by contact center executives and specialists who wanted an unbiased "user group" to facilitate the exchange of ideas among contact center executives and managers. Since that time, the NECCF has grown and remained committed to addressing the day to day management concerns and strategic planning needs of contact center professionals throughout the region.

The most tangible offering of the NECCF are the Quarterly Forums, which offer relevant topics delivered by subject matter experts. Although the topics for each meeting vary and are influenced by industry trends and attendee input, the primary focus is always on managing and improving upon contact center service delivery. The NECCF is a non-profit organization.

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A SAMPLE OF PREVIOUS ATTENDEES INCLUDE:

COMPANY:

Aetna Inc.
American Express
Ann Taylor
Arbella Insurance Group
Bank of America
Blue Cross Blue Shield of MA
Bob's Discount Furniture
Boston Financial
Boston Scientific
Capital One
Casual Male Retail Group
Christian Science Publishing
Citigroup
Collette Vacations
Constant Contact
Covidien
Cox Communications
CVS/pharmacy
Dow Jones
Eastern Bank
Evergreen Investments
Genzyme
HP
ING
The Hanover Insurance Group
The Hartford
Kelly Services
Kronos, Inc.
Lincoln Financial Group
Mass Mutual
Massachusetts General Hospital
New Balance
New York Life
NSTAR
Putnam Investments
Royal Administration Services
Sovereign Bank
Staples
TD Banknorth
The Washington Trust Company
Travelers
Tufts Health Plan
Unum Life Insurance Company

TITLE:

Account Care Team Manager
Analyst
Assistant Treasurer/Customer Support
Associate Director, IT Call Center
AVP Operations
Business Banking Manager
Call Center Supervisor
Client Relationship Manager
Contact Center Consulting Group
Contact Center Supervisor
Customer Care Quality & Operations
Customer Service Operations
Customer Service Representative
Customer Support Representative
Director of Inside Sales
Director of Operations
Director Telecom
Director, Global WFM and Business
Lead Learning Consultant
Manager
Member Support Manager
Operations Manager
Outbound Sales Manager
President
Process Analyst
QA & Customer Care Center Supervisor
QA Coach
QA Manager
Quality Analyst
Quality Assurance Coach
Quality Development Manager
Quality Monitor
Regional Account Executive
Senior Agent/Supervisor
Senior Call Center Analyst
Senior Manager Quality Standards
Sr. Telecom Analyst
Team Manager
Team Specialist
Training, QA & Analytics Manager
Vice President
Vice President, Business Development
Workforce Analyst