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OPUS GROUP, LLC EXHIBITS AWARD-WINNING CLOUD AND MOBILE SOLUTIONS

San Francisco—(October 2, 2012)—Opus Group, LLC (Opus Group) is exhibiting its latest cloud and mobile solutions for businesses and public-sector organizations at Oracle Open World 2012, Oracle's annual conference for business partners, IT managers, and end users. Opus Group invites attendees to stop by its booth (Moscone West, booth #3640) to learn how leveraging its solutions for CRM, Business Intelligence and Analytics can help organizations increase accountability, responsiveness, and efficiency.

Opus Group was recently recognized for its industry achievements, most notably for its solution for Montgomery County, Maryland's 311 customer contact center known as MC311. Awards and recognitions for the company and its MC311 solution include:

- **Oracle Titan Award:** Oracle's 2011 Titan Award Honorable Mention in the Public Sector Category for program management and delivery of MC311
- **Gartner & 1to1 Media:** MC311 Wins Gartner Award for Customer Analytics.
http://www.1to1media.com/downloads/2011_Gartner&1to1Awards.pdf
http://www.montgomerycountymd.gov/apps/News/press/PR_details.asp?PrID=7509
- **Public Technology Institute (PTI):** MC311 received a Technology Solutions Award for Telecommunications & Information Technology from the Public Technology Institute.
<http://www.pti.org/solutions/2011/>
http://www.montgomerycountymd.gov/apps/News/press/PR_details.asp?PrID=7400
- **National Association of Counties (NACo):** Montgomery was honored for the MC311 solution which centralizes call-taking and customer service functions and enabled the county to reduce staffing in some departments.
<http://www.naco.org/newsroom/countynews/current%20issue/6-6-11/pages/countieshonoredforweb20innovations.aspx>
- **Oracle's CRM Blog:** Recognized Opus Group's contribution to the success of the MC311 solution. The impressive results include a 98% accuracy rate for service requests, average call time of 2.5 minutes, 95% of calls answered within 20 seconds, and an abandon rate of less than 3%—results that exceeded all project KPI goals.
https://blogs.oracle.com/cx/entry/montgomery_county_311_wins_gartner

Opus Group, LLC is a Small Business Administration (SBA) certified 8(a) firm that provides customer relationship management (CRM) and Business Intelligence (BI) strategy, technology, and governance consulting services to public sector, commercial, and non-profit clients. For more information, please visit www.opusgroupllc.com or email info@opusgroupllc.com.

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