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MAXIMUS Federal Receives Call Center of Excellence Recognition from BenchmarkPortal

RESTON, Va.--(BUSINESS WIRE)-- MAXIMUS (NYSE: MMS), a leading provider of government services worldwide, announced today that MAXIMUS Federal has received a Call Center of Excellence award, issued by BenchmarkPortal, for its customer contact center operations in Brownsville, Texas.

In order to be certified as a Center of Excellence by BenchmarkPortal, a call center must rank in the top ten percent of the call centers surveyed. They are judged on a balanced scorecard of metrics for efficiency and effectiveness, along with factors like cost per call, call waiting time and customer satisfaction. Only call centers that demonstrate superior performance on all of these metrics, compared with their industry peers, are eligible to earn the award. The Brownsville site is the 15th call center to receive the Call Center of Excellence award for MAXIMUS, and the first for MAXIMUS Federal.

At the Brownsville contact center, MAXIMUS Federal provides support for enrollment in a large beneficiary program administered by a major federal health agency. The site, which currently operates with 75 percent bilingual staff, helps citizens with answering general questions and serving as intake for program eligibility.

"We are dedicated to delivering high quality services to beneficiaries in the most efficient way, so this distinction only reinforces our commitment," said Bruce Caswell, President and Chief Executive Officer of MAXIMUS. "We are extremely proud to have another one of our contact centers earn this important industry recognition from BenchmarkPortal."

About MAXIMUS

Since 1975, MAXIMUS has operated under its founding mission of *Helping Government Serve the People*®, enabling citizens around the globe to successfully engage with their governments at all levels and across a variety of programs. MAXIMUS delivers innovative business process management and technology solutions that contribute to improved outcomes for citizens and higher levels of productivity, accuracy, accountability and efficiency of government-sponsored programs. With more than 30,000 employees worldwide, MAXIMUS is a proud partner to government agencies in the United States, Australia, Canada, Saudi Arabia, Singapore and the United Kingdom. For more information, visit maximus.com.

About BenchmarkPortal

From its origins in 1995, BenchmarkPortal has become a global leader in the contact center industry, providing benchmarking, certification, training, consulting and industry reports. The BenchmarkPortal team of professionals has gained international recognition for its innovative

approach to best practices for the contact center industry. BenchmarkPortal hosts the world's largest database of contact center metrics, which is constantly being refreshed with new data. BenchmarkPortal's mission is to provide contact center managers with the tools and information that will help them optimize their efficiency and effectiveness in their customer communications. For more information, visit BenchmarkPortal.com.

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