



Universal Service Administrative Company (USAC)
Federal Communications Commission (FCC) E-Rate Program

***Building and Operating Systems that Support
Funding for Schools and Libraries***



Case Study

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The Challenge

The Federal Communications Commission (FCC) E-Rate program provides discounts to assist most schools and libraries in the U.S. to obtain affordable telecommunications and Internet access. The FCC appointed the Universal Service Administrative Company (USAC), a not-for-profit corporation, to administer the E-Rate program to ensure that the benefits of telecommunications services reach students and communities across the U.S. To effectively administer the E-Rate program, USAC sought contractor assistance with application processing and eligibility determination, customer service and outreach, and large-scale data management to support the disbursement of over \$2 billion in funding annually.

The Solution

As a subcontractor to Solix, Inc., Vangent provides software and system development and a variety of business process outsourcing services in support of USAC's administration of the E-Rate program.

Together, Solix and Vangent custom-designed, implemented, and operate the administrative, accounting, and fund management systems and functions that enable school and library administrators to submit information in a highly secure online environment. We also designed, developed, and administer multiple, geographically dispersed databases that are kept in data-synchronization on a real-time basis. Vangent uses these systems to support the capture, processing, and real-time reporting of critical information to schools, libraries, state education officials, Congress, USAC, and the FCC.

Vangent has designed a number of software applications for the E-Rate contract, including a Customer Relationship Management (CRM) and contact tracking system based in Siebel, a process control system, electronic data entry forms on the Web (enabling e-filing), and an Automated Data Capture (ADC) system providing real-time interfaces between systems and applications. The

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CRM solution was implemented to help Solix track applicant and telecommunications and Internet service provider interaction with program support mechanisms, such as Program Integrity Assurance, and Invoicing.

Vangent also provides full-service funding application processing and operates a contact center on behalf of Solix to assist program applicants. Applicants include school and library administrators, technical officers, and service providers who install the technology and services funded by the program. During the past five years, we have processed an average of 198,000 program-related forms annually, ranging in length from 1 to 500 pages. Our E-Rate contact center handles an average of 139,000 inbound and 63,000 outbound calls, as well as 6,000 e-mails, per year.

The Results

Since the inception of the E-Rate program in 1998, Vangent has processed more than 250,000 funding applications totaling \$8.7 billion in qualifications to schools and libraries. In the first two years of the program alone, we helped connect one million public school classrooms to modern telecommunications networks. By providing services in support of the E-Rate program, Vangent is helping low-income schools break through the “digital divide” that separates them from the knowledge and information available to middle- and high-income schools.

Contact Information

Vangent, Inc.
4250 N. Fairfax Drive, Suite 1200
Arlington, VA 22203

Email: media@vangent.com
www.vangent.com