



[www.npcweb.com/partner](http://www.npcweb.com/partner)

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## PROVEN PERFORMANCE

### FEDERAL GOVERNMENT

- Centers for Disease Control & Prevention
- Centers for Medicare & Medicaid Services
- Department of Labor
- Department of Veterans Affairs
- Government Publishing Office
- Internal Revenue Service
- Social Security Administration
- U.S. Patent & Trademark Office
- U.S. Postal Service

### STATE & COUNTY GOVERNMENT

*Supporting states & counties across the nation*

- Departments of Health
- Departments of Revenue
- State Employees' Retirement Systems
- Departments of Budget & Management
- Departments of General Services
- Departments of Motor Vehicles
- Departments of State Comptroller

## ROBUST SECURITY POSTURE

- SSAE-18 SOC2 + HITRUST
- FISMA NIST 800-53 REV 4
- FIPS 140-2
- HIPAA/HITECH Compliant
- Tier 2/ Moderate Background Investigation (MBI) for Employees
- Extensive Physical Security including restricted access areas, camera surveillance, and swipe-card access at all entrances
- Dedicated Security Operations Center (SOC) to monitor and prevent network intrusion (hacking), cyber espionage, and data exfiltration (data breach)

# A PARTNER YOU CAN TRUST

*For over 50 years, NPC has been one of the largest suppliers of print/mail, document and data services to the Government Publishing Office (GPO). Throughout this decades-long partnership, the Federal Government has entrusted NPC with some of our nation's most critical communication needs. With an unparalleled dedication to accuracy, compliance, and accountability, NPC is well-positioned to assist our county and state officials during this unprecedented time of uncertainty.*

- 50+ years of experience as a federal, state, and local government communications solution provider
- Top supplier of print & related services to the federal government for decades
- 200 million+ pieces printed, inserted & mailed annually
- 1 million+ small packages fulfilled & mailed annually
- Certified USPS on-site, plant-load facility
- Rigorous standards and controls for cyber and physical security



## EXPERIENCE YOU CAN DEPEND ON

Backed by decades of experience, NPC has successfully executed numerous high-profile print/ mail programs for our customers. We thrive when producing high-volume and complex jobs where accountability, accuracy, and quality are of utmost importance.



## CAPABILITY AND CAPACITY TO MEET YOUR GOALS

NPC's four manufacturing facilities located in the heart of Pennsylvania are equipped to handle large-scale and diverse projects. We have the necessary equipment, proven processes, and experienced talent available and ready to support our public servants in delivering timely, accurate, and secure results.



## THE SECURITY YOU NEED

NPC safeguards your data through our comprehensive, integrated process for managing compliance and regulatory requirements. Our physical and information security controls are geared specifically for the most sensitive document based communications.

# DELIVERING ON TIME, EVERY TIME.

*Together with our customers, we keep people informed.*

Since its inception in 1954, NPC has been at the forefront of innovation and communication. By growing and adapting along with our customers, we've become the preferred partner for delivering the critical information we all rely upon. At NPC, we tackle your complex challenges and create customized solutions to help you better reach your goals. Our specialty isn't in equipment or a single capability. It is the combination of our security, accountability, and capacity – all brought together by our project management expertise.

## SERVICES



### DATA AND CONTENT MANAGEMENT

Add simple text personalization or create fully variable communications, customized to the end-recipient.



### SECURE PRINTING & MAILING

Increase chain of custody control and ensure each mail piece is printed accurately and inserted correctly 100% of the time.



### DIGITAL INFORMATION DELIVERY

Complement print and mail with web- and mobile-based communications.



### KITTING & FULFILLMENT

Provide customers with kits and customized information packages.



### RETURN MAIL MANAGEMENT

Eliminate the administrative burden of processing returned mail and reallocate valuable organizational resources.



### DOCUMENT-TO-DATA CONVERSION

Digitally capture form or survey response data and convert it into usable information.

## A Custom Solution in a Time of Need

When a large government agency turned to NPC with an opportunity to produce and mail millions of notification letters – with varying, inconsistent order quantities and 24-hours order-to-mail turn times “critical to an individual’s livelihood and safety” – planning and preparation began almost immediately.

The agency, challenged to find a qualified partner, chose NPC because of a history of rapid ramp-ups, reliable delivery, and willingness to invest in custom solutions to meet specific customer needs. NPC understood the stakes, and knew that our failure to deliver could negatively impact millions of people.

NPC made significant capital investments to meet the customer’s requirements, including a complete building transformation from a paper warehouse to a fully-functional production facility, the installation of several digital presses and inserters, and the addition of 50 new employees. All of this in less than two months – NPC was actually ready for production **more than a week ahead of schedule!**

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Our customers had an obligation to get notices delivered by a specified deadline that was non-negotiable. Our failure to deliver would’ve adversely affected millions of people.

**LUKE BARNHART, VP OF OPERATIONS**



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