TDEC
SECURE – PRECISE – TRUSTED

Trusted Operational Support for State and Local Government

Secure, accurate, and scalable services that help agencies deliver for the public

TDEC partners with state and local government organizations to deliver reliable, well-governed operational services that support mission continuity, public accountability, and service delivery. For nearly 70 years, TDEC has helped state and local agencies manage high-volume, accuracy-critical work — earning trust where consistency, transparency, and timeliness matter most.

State and local agencies face increasing demands with limited resources: budget pressures, workforce shortages, legacy systems, and growing expectations for speed and accuracy. TDEC makes outsourcing a practical, low-risk option, providing disciplined execution and flexible capacity without sacrificing quality or control.

Our services are designed to supplement internal teams, address backlogs or seasonal surges, and support modernization efforts that require dependable execution. With proven processes, strong quality controls, and an adaptable workforce model, TDEC helps agencies maintain performance and deliver results to the communities they serve.

SERVICES

✔ **Quality control accuracy 99+%**
✔ **Adaptable and scalable services**
✔ **Fast turnaround times**
✔ **Locations nationwide**
✔ **SOC 2 Compliant**
✔ **NARA Compliant**
✔ **TruSight Validated**

CORE CAPABILITIES

Decades of Experience Across State & Local Government: Health, Revenue, Courts, Transportation, Public Records, and Public Safety

Application and Claims Processing
End-to-end processing services for data-intensive programs requiring accuracy, traceability, and timely delivery.

Mailroom & Intake Operations
Receipt, sorting, preparation, and processing of large-scale inbound materials.

Document & Records Management
Imaging, indexing, digitization, and metadata creation to support accessibility, retention, and compliance.

Tax Processing & Compliance Support
High-volume processing services for tax and revenue programs requiring strict accuracy, timeliness, and regulatory compliance. Includes document preparation, OCR, data verification, fraud review, balancing, and secure image and data delivery.

Remittance & Revenue Processing
Secure handling of payments, checks, and financial data with strong reconciliation and quality controls.

Data Entry & Validation Services
High-volume data capture, verification, and quality assurance from paper, images, and electronic sources.

Call Center & Customer Support
Inbound communications, case updates, CRM support, and data entry to improve responsiveness and service levels.

Service and Security You Can Rely On

Government organizations choose TDEC to meet their needs

Accuracy Layered quality control and verification processes that consistently achieve high accuracy rates across large volumes.

Scalable workforce, low operational risk Rapidly adjustable staffing models that help agencies respond to surges, backlogs, and special initiatives without long-term commitments.

Proven experience Decades of direct experience supporting state and local programs across health, revenue, courts, transportation, and public records.

Operational discipline without disruption TDEC integrates seamlessly with existing systems and workflows, minimizing the change-management burden for agency staff.

Built for public accountability Processes designed to support transparency, auditability, and public trust.

SELECTED STATE & LOCAL GOVERNMENT EXPERIENCE

State Department of Health – Vital Records
Digitized and indexed 1.3M vital records, completing work ahead of schedule and exceeding 99% accuracy requirements.

State Department of Revenue – Tax Processing
Processed over 1.6M tax documents annually, achieving up to 99.94% accuracy and 100% on-time delivery.

County Clerk of Courts
Converted historical microfilm records into a searchable digital database, improving public access and records retrieval.

State Treasury & Revenue Agencies
Supported large-scale mail, check, and data processing operations involving millions of transactions per year.

Transportation & Public Safety Agency
Cleared a 200K-report backlog to support federal reporting compliance deadlines.

CONTRACT VEHICLES AND GOVERNMENT CODES

For a full listing of current contract vehicles, please visit **www.TDEC.com**

| UEI: ZZ78Z1AKG4H1

| DUNS: 089950471

| CAGE/NCAGE Code: 3BXV4

| SAM Registered

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