



# Creative Audio Enterprises, Inc dba Holdcom



## Capabilities

Creative Audio Enterprises, Inc dba Holdcom is a pioneer and leader in Message On Hold (MOH) services and telephony voice recordings that improve organizations' customer service and communications. For 30+ years we've produced custom MOH programs, IVR voice prompts, and Auto-Attendant announcements for healthcare facilities, hospitals, clinics, and businesses, delivering:

### Services

- Message On Hold
- Professional Voice Production
- IVR Voice Prompts
- Auto Attendant Greetings
- Multilingual Production
- Overhead Announcements
- Stand-alone and remote digital systems
- Script writing & consultation

### Benefits

- Inform & Educate
- Assure and reinforce trust
- Enhance public relations
- Provide contact information and websites
- Raise healthcare awareness
- Reinforce compliance
- Promote upcoming events
- Introduce new services and resources

## Past Performance

- Mount Saini Health System
- NYC Health + Hospitals
- RWJBarnabas Health
- Hackensack Meridian Health
- Steward Healthcare System
- Ensign Group
- Verizon Wireless
- U.S. National Parks Service

### Government:

- Arkansas Dept. Veterans Affairs
- Gulf Coast Veterans Affairs
- Fayetteville Veterans Affairs
- IRS
- NJ Transit
- Bergen County Board of Elections
- City of Sunnyvale

### Channel Partners:

- 8X8
- Phone.com
- RingCentral
- NJ BIG I
- CLDA
- Realogy

## Differentiators

Holdcom is extremely customer-focused and achieves a level of customer service unparalleled in our industry. In addition to pioneering MOH, our innovative e-commerce portal (audioproductionstore.com) offers real time quotes and instant ordering of custom MOH and IVR voice prompts.

- Hybrid service: Traditional human touch combined with self-service e-commerce portal.
- Ongoing customer support and outreach to ensure programs are relevant and up to date.
- Tech support available via phone, chat and email.
- Flexible Update Plans tailored to accommodate needs and budgets.
- Loyal and dedicated professional voice talents.
- Translation and Multilingual Production
- Creative team offers high degree of customization and effective marketing strategies.
- Serving thousands of clients, with a concentration in healthcare since 1988.
- Outstanding customer retention.

## Corporate Data

Holdcom, incorporated in New Jersey in 1988, has 12 employees and \$2 million in annual sales, with approximately 15,000 clients in the U.S., Canada, and abroad. Our 50+ voice talents, Script Consultants, Producer/Engineers, Tech Support, and Client Relations representatives bring MOH to small, medium, and large companies across a wide range of industries.

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**Contract Number:**  
GS00F149GA  
**DUNS : 605233964**

**NAICS:**  
512240

**Audio Recording &  
Postproduction Services**  
512290

**Music Program Distribution**  
541820

**Public Relations Services**  
541890

**Advertising -Promotions**  
517919

**All Other Telecom Svcs**  
519190

**All Other Information Svcs**  
561421

**Telephone Answering Svcs**

**Cage Code: 3ZYQ4**  
**SIC: 7389**

**www.holdcom.com/gsa**  
**MOHstore.com**