



RLJ EQUITY PARTNERS



Enhanced Recovery
Company, LLC

NEWS RELEASE For Immediate Release

ENHANCED RECOVERY COMPANY (ERC) ACQUIRES BUSINESS PROCESS OUTSOURCING (BPO) COMPANY

TMone, LLC, is an Industry Leader and the Second Add-On Acquisition for ERC, LLC

Jacksonville, Florida, September 5, 2013 -- Enhanced Recovery Company, LLC (“ERC”), a leading minority-owned Accounts Receivable Management (“ARM”) company in the U.S., along with RLJ Equity Partners, LLC, a middle-market private equity firm founded by Robert L. Johnson and The Carlyle Group, announced that ERC has acquired TMone, LLC, a rapidly growing and widely recognized leader in the Business Process Outsourcing (“BPO”) space. The acquisition positions ERC to deliver next-generation Customer Experience Management (“CEM”), providing clients with access to best in class Customer Relationship Management (“CRM”) and ARM services. The transaction closed on August 30, 2013, and represents the second add-on acquisition for ERC. Further details of the transaction were not disclosed.

Founded in 2003, TMone is a leading call-center based BPO firm specializing in CRM, technology integration, inside sales and customer service enterprise solutions for Fortune 500 clients primarily. TMone is headquartered in Iowa City, Iowa and has additional service delivery facilities in Des Moines, Iowa; Dakota Dunes, South Dakota; and Spearfish, South Dakota. TMone was co-founded by Anthony Marlowe and John Burchert who will remain with the company.

“The TMone acquisition puts ERC on the leading edge of the BPO space and positions ERC as a complete end-to-end solutions provider in the CEM industry,” said Mark Thompson, Co-Founder and Co-CEO of ERC.

“With TMone, ERC has made a decisive move to raise the stakes in customer experience management and strive to define the next generation of business process outsourcing,” said Kirk Moquin, Co-Founder and Co-CEO of ERC.

“ERC is an industry leader with impressive Fortune 500 penetration, which will enable TMone to deliver complete business solutions and continue our record growth trajectory by accessing each other’s respective client bases,” said Anthony Marlowe, Co-Founder and President of TMone.

“We are confident that we have entered into a partnership with an amazing company both economically and culturally as they share and embrace an active approach to corporate citizenship and client and employee relationships,” said John Burchert, Co-Founder and COO of TMone.

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“The acquisition of TMone provides ERC with a comprehensive suite of CEM solutions and significant scale with seven domestic call centers, one international call center and approximately 1,200 combined employees,” said Rufus H. Rivers, Managing Partner of RLJ Equity Partners.

RLJ EQUITY PARTNERS, LLC

RLJ Equity Partners is a middle-market private equity firm focused on generating long-term capital appreciation by investing in profitable and growing businesses led by strong management teams. Founded in 2006 by Robert L. Johnson and managing partner Rufus H. Rivers in partnership with The Carlyle Group, RLJ originates structures and invests in traditional buy-outs, recapitalizations, and growth capital infusions. RLJ Equity Partners is a portfolio company of The RLJ Companies. For additional information please visit: www.rljequitypartners.com.

THE RLJ COMPANIES

The RLJ Companies, founded by Robert L. Johnson, is an innovative business network that provides strategic investments in a diverse portfolio of companies. Within The RLJ Companies portfolio, Johnson owns or holds interests in businesses operating in a publicly traded hotel real estate investment trust, private equity, financial services, asset management, automobile dealerships, sports and entertainment, and video lottery terminal (VLT) gaming. The RLJ Companies is headquartered in Bethesda, MD, with affiliate operations in Charlotte, NC; Little Rock, AR; Los Angeles, CA; San Juan, PR; and Monrovia, Liberia. Prior to founding The RLJ Companies, Johnson was founder and chairman of Black Entertainment Television (BET). For more information, please visit www.rljcompanies.com.

ENHANCED RECOVERY COMPANY, LLC

Headquartered in Jacksonville, Florida, Enhanced Recovery Company, LLC is a Customer Experience Management firm that has emerged as a leader in the Accounts Receivable Management Industry. Combined with two other branch offices in Orange Park, Florida and Waycross, Georgia, and one international branch office in India, ERC provides collection services to an extremely diversified list of clients encompassing a broad range of asset classes and account segment types. With significant scalability in the areas of facility and data resources, ERC is able to accommodate growth without putting undue strain on its infrastructure. ERC is managed by an elite group of executives that bring extensive industry experience, as well as their vision and innovation, to create a company that separates itself from the competition. For more information, please visit www.erccollections.com.

TMONE, LLC

TMone, LLC (pronounced T-M-one) is a leading call center business process outsourcing firm specializing in Customer Relationship Management, technology Integration, inside sales and customer service enterprise solutions. TMone has been listed as one of Corridor Business Journal’s Fastest Growing Companies four years in row and one of Inc. Magazine’s Fastest Growing Private Companies in America seven years in a row. Headquartered in Iowa City, Iowa, TMone has additional service delivery facilities in Des Moines, Iowa, Dakota Dunes, South Dakota and Spearfish, South Dakota. For further information, please visit www.TMone.com.

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