



Capability Statement

Company:

Turnkey Solutions, LLC is a nationally recognized consulting firm founded in Atlanta, Georgia in 2002. Over the last eighteen years, 98% of our business has been with public sector organizations and utilities. Services include customer experience consulting, staff augmentation & vendor management, business process documentation & re-design, technology implementation preparation (via readiness, requirements, and process assessments) and support (via project management and delivery services as well as training design and delivery).

Our mission is to be the premier citizen experience partner for the public sector and utility markets, unlocking doors of opportunity by increasing trust in government and utilities through providing: Greater transparency | Better understanding of citizen needs | Streamlined processes | Improved technology | Greater employee awareness

IMPORTANT INFORMATION		
CAGE CODE: 54TK8	DUNS NUMBER: 114919009	EIN: 02-0609098
NAICS CODES: 541511 541512 541519 541611 541613 541618 561320 561421 561422 611420 611430	CERTIFICATIONS: GSA Schedule Certified 8(a) Certified MBE Certified FBE Certified SBE Certified LSBE Certified EDWOSB	CONTACT INFORMATION: Dona Franklin Turnkey Solutions, LLC 1201 West Peachtree St. Suite 2300 Atlanta, Georgia 30309 478.313.1000 (Phone) www.turnkeysolution.biz projects@turnkeysolution.biz
ORGANIZATION: Limited Liability Company (LLC)		

Highlights:

- ✓ Over 200 successful technology implementations & IT staffing placements
- ✓ Over 150 process re-design and/or documentation initiatives
- ✓ Over 100 Customer Experience/Service Consultations including assessments, instructional design and training and implementations including for 311 and 911 centers
- ✓ Proprietary AAPII Methodology for Customer Experience Improvement Initiatives
- ✓ Our customer was the Most Improved Water Utility of the Year according to JD Power's 2019 Customer Service Study of Water Utilities after using our proprietary AAPII Methodology

Customer Experience Strategies

Our Customer Experience Team uses a proprietary methodology (AAPII) to Assess, Analyze, Prioritize, Implement and Design our clients into providing outstanding, award winning customer experiences.

IT Support Strategies

Our customers rely on us to support IT efforts by providing staff augmentation and services including Project Management, Process Re-Design, Requirements Gathering, RFP Generation, Change Management and Training

Remote Training

Our partnership with a premier, cloud-based learning management system allows us to offer existing (or design) automated training for our customers, and provide rapid feedback on employee motivation, participation, and knowledge retention.



Capability Statement

Specific areas of engagement and expertise include the following:

Customer Experience (AAPII Methodology)	IT Support Strategies	Remote Training
Customer Journey Mapping	Project Management	Needs Assessment
Tech Assessments	Change Management	Assessment Analysis and Consultation
Employee Journey Mapping	Business Analysis	Instructional Design/Redesign
Focus Groups	Requirements Gathering	Automated Training
Process Assessments	RFP Evaluation Methodology	Instructor-Led Training
Organizational Fit Assessment	IT Training Design & Delivery	Gamification
Identification of Quick Wins	Vendor Management Platform Implementation	Customized User Reporting
Identification of Long-Term Goals	Vendor Management Platform Support	Certification Upon Completion
Data Analysis	IT Staff Augmentation	Refresher Training and Re-Certification
Root Cause Analysis		Full Course Catalog
SWOT Analysis		
Gap Analysis		
CX Best Practices		
CX Roadmap		
Creation/Revision of Baseline Metrics and KPIs		
Establishment of Timeline		
ProcedureFlow		
CX/CS Training Design & Delivery		
Contact Center Planning/Re-Design		
Contact Center Buildout		
Creation of Citizen Focused Environment		
Creation of Continuous Improvement Culture		