



CAPABILITY STATEMENT

CAGE: 54TK8

UEI: MN26SGPNSNM1

EIN: 02-0609098

NAICS

- 541511 561320
- 541512 561421
- 541519 561422
- 541611 611420
- 541613 611430
- 541618

CERTIFICATIONS

- GSA Schedule
- Certified 8(a)
- Certified MBE
- Certified FBE
- Certified SBE
- Certified LSBE
- Certified EDWOSB

CONTACT INFORMATION

Dona Franklin
Turnkey Solutions, LLC
1201 W. Peachtree St.
Suite 2300
Atlanta, GA 30309

P: 678-889-8500
Ext. 403

www.turnkeysolution.biz
projects@turnkeysolution.biz

Turnkey Solutions, LLC is a certified 8(a) and EDWOSB, nationally recognized consulting firm founded in Atlanta, GA in 2002. Over the last 20+ years, 98% of our business has been with public sector organizations and utilities. Services include customer experience consulting, staff augmentation, business process documentation and re-design, technology implementation preparation (via readiness, requirements, and process assessments), contact center planning and buildout/implementation, and support (via project management and delivery services as well as training design and delivery).

MISSION

Our mission is to serve as the premier citizen experience partner for the public sector and utility markets, unlocking opportunities by fostering trust in government and utilities. We achieve this by providing solutions that deliver enhanced transparency, deeper insights into citizens' needs, streamlined and efficient processes, advanced technology solutions, and increased employee awareness and engagement.

HIGHLIGHTS

- ✓ Administrated customer experience/service consultations encompassing assessments, instructional design and training, and implementations - including for high-volume 311 and 911 centers
- ✓ Executed impactful process re-design and documentation initiatives, leading to improved efficiency for multiple municipalities
- ✓ Proven successful technology implementations and IT staffing placements for mid- and high-population metro cities
- ✓ Trumpeted training program and approach, scalable for small, mid- and large-sized public sector organizations
- ✓ Proprietary AAPII Methodology for Customer Experience Improvement Initiative: After using our methodology, our customer was the Most Improved Water Utility of the Year according to JD Power's Customer Service Study of Water Utilities

CX Strategies

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

AAPII Services

- Customer/Employee Journey Mapping
- Customer/Employee Surveys
- Customer/Employee Focus Groups
- Process, Technology, and Customer Service Assessments
- Identification of Quick Wins and Long-Term Goals
- Data Analysis, Root Cause Analysis, SWOT Analyses
- CX Road Map
- Contact Center Buildout
- ProcedureFlow

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 Development, Change Management, and Training.

IT Support Services

- Project Management
- Change Management
- Business Analyst Services
- Requirements Gathering
- Instructor-Led Training (ILT) Design and Delivery
- Vendor Management Platform Implementation
- Vendor Management Platform Support
- IT Staff Augmentation

Remote and Onsite Training

Training is another strong component of Turnkey's service offerings. Our partnership with a premier, cloud-based learning management system platform allows us to offer both remote and onsite training services customized to customer needs

Training and Coaching Services

- Needs Assessment
- Assessment Analysis and Consultation
- Instructional Design/Re-Design
- Train-the-Trainer Training
- Instructor-Led Training (ILT)
- Gamification and Learner Engagement
- Customized User Reporting
- Customizable Certificate Upon Completion
- Refresher Training and Re-Certification
- Team Building

Call and Contact Center Services

Turnkey Solutions offers federal, state, and local governments tailored call and contact center services. From evaluating existing operations and optimizing performance to building a call or contact center from the ground up, we deliver results-focused expertise for every need and stage of development. Our services include:

- **Assessments:** We identify inefficiencies and opportunities to enhance performance and satisfaction for both customers and employees.
- **Planning and Optimization:** We design and implement customized plans to address challenges, streamline workflows, align metrics, and support technology advancement.
- **Training:** We develop targeted training programs to prepare agents and teams of all levels to deliver exceptional, professional customer service.
- **Contact Center Buildout:** We guide the launch or expansion of call or contact centers with expert support in technology, processes, metrics, and workforce development.

www.turnkeysolution.biz | 678-889-8500 | projects@turnkeysolution.biz