TURNKEY SOLUTIONS LLC

CAPABILITY STATEMENT

CAGE: 54TK8   **DUNS:114919009**   **EIN: 02-0609098**

Turnkey Solutions, LLC is a certified 8(a) and EDWOSB, nationally recognized consulting firm founded in Atlanta, GA in 2002. Over the last 22 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), and support (via project management and delivery services as well as training design and delivery).

MISSION

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, and greater employee awareness.

HIGHLIGHTS

- Over 200 successful technology implementations and 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
- Over 4,000 learners for the past 22 years within the public sector
- Proprietary AAPII Methodology for Customer Experience Improvement Initiative
- 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

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

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 Journey Mapping
- Employee Journey Mapping
- Focus Groups
- Process Assessments
- Identification of Quick Wins
- Identification of Long-Term Goals
- Data Analysis
- Root Cause Analysis
- SWOT Analysis
- 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 Generation, Change Management, and Training.

IT Support Services

- Project Management
- Change Management
- Business Analysis
- Requirements Gathering
- ILT Training Design and Delivery
- Vendor Management Platform Implementation
- Vendor Management Platform Support
- IT Staff Augmentation

Online 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.

Online Training Services

- Needs Assessment
- Assessment Analysis and Consultation
- Instructional Design/Re-Design
- Automated Training
- Instructor-Led Training
- Gamification
- Customized User Reporting
- Certification Upon Completion
- Refresher Training and Re-Certification
- Full Course Catalog

Call Center Outsourcing & Support

The Turnkey Call Center offers federal, state and local governments an outsourced call center solution to assist in offloading your agency's or municipality's citizen and employee non-emergency calls at a lower cost. This includes tiered options that provide:

- **Live Agent Support:** To assist in answering FAQs, expediting transfers, and submitting service requests
- **Availability 24/7, 12/7, or 8/5, if needed:** To handle informational and directory calls, service requests and agency feedback.
- **Consistent, Accurate Monthly Reporting:** To provide you with standard reports and dashboards that can be customized to your needs
- **No Overhead Costs:** To provide everything you need, so you only pay for the service.

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