



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

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 (via readiness, requirements, and process assessments), contact center planning and build out/implementation, 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 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 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
- Over 150 process re-design and/or documentation initiatives
- Over 200 successful technology implementations and IT staffing placements
- Over 4,000 learners over the past 22 years within public sector organizations and utilities

Customer Experience Strategies

Our Customer Experience Team uses our proprietary methodology (AAPII) to Assess, Analyze, Prioritize, Implement, and Improve our clients' operations to provide outstanding, award-winning customer experiences.

Assess: We carefully assess customer challenges, the efficiency of processes, and the practicality of technology throughout the organization to identify root causes and areas of need.

Analyze: We then analyze the results of each assessment and consider them in concert to create a baseline and identify organizational goals.

Prioritize: We prioritize the findings from the Analyze phase to create an actionable plan that addresses short-term goals ("quick wins") and longer-term goals.

Implement: We then roll up our sleeves and work side by side with our clients to implement each recommendation and measure improvement.

Improve: We put measures into place for our clients to promote a "continuous improvement culture" and a sustainable solution that promotes greater and ongoing efficiency for the agency or municipality and ease of use for citizens and users.

AAPII Services

- Customer/Employee Journey Mapping
- Customer/Employee Surveys
- Customer/Employee Focus Groups
- Process, Technology, and Customer Service Assessments
- Identification of Quick Wins & Long-Term Goals
- Baseline Creation
- Budget and Timeline Creation
- ProcedureFlow
- CX Road Map
- CX Best Practices
- Data, Root Cause, SWOT, and Gap Analyses
- Contact Center Planning and Buildout
- Business Process Mapping, Redesign, and Documentation
- Training Design and Delivery
- Engagement and Branding Strategy
- Project and Change Management

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

CONTACT INFORMATION

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

P: 678-889-8500
Ext. 403

www.turnkeysolution.biz
projects@turnkeysolution.biz