



## CAPABILITY STATEMENT

CAGE: 54TK8

DUNS: 114919009

EIN: 02-0609098

### NAICS

541511 561320  
541512 561421  
541519 561422  
541611 611420  
541613 611430  
541618

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 and vendor management, 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.

### CERTIFICATIONS

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

### 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
- 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

### CONTACT INFORMATION

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### Customer Experience Strategies

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

**Assess:** We carefully assess the needs of people, the efficiency of processes, and the practicality of technology throughout the organization.

**Analyze:** We then analyze the results of each assessment and consider them in concert.

**Prioritize:** Prioritizing the findings from the Analyze Phase allows us to create an actionable plan to address short-term recommendations ("quick wins") and longer-term recommendations.

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

**Improve:** One of the most important aspects of AAPII is the implementation of a "continuous improvement culture" that is baked into employees and citizens alike, so they work together as one team to achieve what is best for all—greater efficiencies for the agency and ease of use for the citizen.

### 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