



## 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

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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 contact center assessment and implementation/build out, customer experience consulting, staff augmentation, technology implementation (via readiness, requirements, and process assessments), business process documentation and re-design, 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
- 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

### Call Center Outsourcing and 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:** Our call center features well-trained, friendly, and professional agents who give prompt, knowledgeable service and help citizens to connect with their government. Our live agents:
  - Assist in answering FAQs
  - Assist in expediting transfers
  - Assist in submitting service requests
  - Are available 24/7, 12/7, or 8/5 according to your needs
- **No Overhead Costs:** Our fully-featured, outsourced call center eliminates costly overhead for your agency or municipality. We provide everything you need, including staff, training, and technology, so you only pay for the service, not the infrastructure.
- **Consistent, Accurate Monthly Reporting:** We provide you with standard reports and dashboards, as well as reports that can be customized to your needs.