



CAPABILITY STATEMENT

CAGE: 54TK8

DUNS:114919009

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 customer experience consulting, staff augmentation, business process documentation and re-design, technology implementation (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). Our training services include both instructor-led training (ILT) and remote training for staff, management and supervisory levels, and executive leadership.

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 4,000 learners over the past 22 years within public sector organizations and utilities
- Over 100 customer experience/service consultations, including assessments, instructional design and training, and implementations
- Over 200 successful technology implementations and IT staffing placements
- Over 150 process re-design and/or documentation initiatives
- Proprietary AAPII Methodology for Customer Experience Improvement
- 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

Training Services

- Needs Assessment
- Assessment Analysis and Consultation
- Instructional Design/Re-Design
- Multimedia Format
- Quizzes
- Job Aides
- Assignments
- Learner Engagement
- Post-Training Feedback Survey

Instructor-Led Training (ILT)

Our training is tailored to address employees and personnel at all levels:

- Level 1 – Staff
- Level 2 – Management & Supervisory Roles
- Level 3 – Executive Leadership

Remote/Hybrid Training

- Gamification
- Customized User Reporting
- Certification Upon Completion
- Refresher Training and Re-Certification