

Somerset Group Consulting, Inc.

Capabilities Statement



OUR CUSTOMERS

Verizon, Southwest Bell Telephone, AT&T, NYC E-911, LA E-911, CenturyLink, The Philadelphia Department of Revenue, SAFEWAY Incorporated, Discover Card, American Express, Nortel, Crestar Bank, Puerto Rico Telephone Company, PNC Bank, Massachusetts Department of Employment and Training, Artistic Greetings, and many others.

RECENT PROJECTS

Support for Implementation of MYC E-911 System; Calls Center Statistical analysis for Verizon Government Services.

NAICS CODES

541613 541611
541618 541512

CERTIFICATIONS

MBE from MD/DC MSDC

Six Sigma Black Belt

PROCUREMENT VEHICLES

GSA Schedule

Small Minority Business

8(a) in progress

CONTACT INFORMATION

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Knowledge + Experience = Performance

InTELEgent™ Management Solutions



We Have Extensive Experience

Since 1993 Somerset Group Consulting, Inc. (SGCi) has focused on providing first-class management consulting support for contact center managers around the world. We have successfully managed Contact Centers of all sizes from the very small to mega-team size. Our experience includes Contact Centers across the United States, Australia, New Zealand, Hong Kong, The United Kingdom, Italy, Canada, Jamaica, Guam, Colombia, Brazil, Argentina, the Philippines, and Puerto Rico.

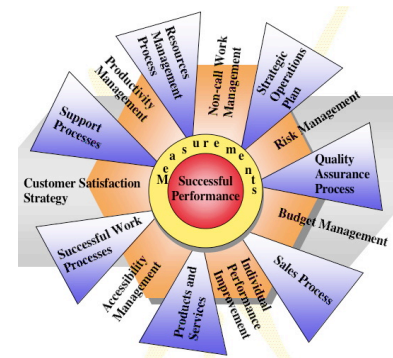
We also provide a full range of management tools designed to ensure our clients get the most out of new technology. All of our products and services are designed by contact center managers, for contact center managers.

Our Business Mission Supports Our Clients' Success

SGCi helps our clients develop a path to sustained operational success in the contact center environment. We help clients in all stages of development from new centers to established organizations exploit the full capabilities of their technological and human resources. Our objective is to facilitate the attainment of business goals and objectives within established financial and time constraints.

Our InTELEgent™ Management Solutions

Our management solutions are designed by contact center experts to ensure our clients succeed.



Success requires Managers to be expert in many different disciplines

We understand what it takes to have successful performance and our products and services reflect that understanding.

- **Development of Quality and Work Process Improvement Plans:** Effective work process design integrates customer requirements; technological feature/functionality; core business requirements; work time requirements; and performance metrics.
- **Design of Methods and Procedures:** The foundation of high quality performance is documented operational methods, procedures that define how the job should be done, and detailed documentation of work process flows and job requirements. We perform work studies, customer surveys, and conduct work observations to develop clear work process flows and perform a point of failure analysis to identify areas in need of improvement. SGCi then provides a proven process and format for the development of complete work

procedures and methods that lead to sustained success. Our comprehensive methods and procedures form the basis for agent and management training, performance measurement, and productivity management and measurement.

- **Work Statistics Analysis:** SGCi believes that the final component in work process development is performance analysis to identify areas for improvement and to verify that work processes are delivering the desired outcomes. SGCi utilizes our proprietary analytics matrix, designed to ensure that you meet core business and contact center key metrics. Our ClearStatZ™ dashboard design and process facilitates the development of both diagnostic and evaluative metrics to ensure success of the full job.
- **Customer Satisfaction Training:** SGCi facilitates the development of customer centric methods and procedures training to ensure that agents understand all work functions and how to execute work process steps effectively to manage the work transaction and meet customer expectations. We also provide training on agent discussion skills, work organization, conflict resolution, and time management.
- **Overall Implementation Project Management:** SGCi utilizes a proven project management discipline to manage complex projects to successful completion. Our InTELEgent™ Project Management Process provides a comprehensive structure for all aspects and phases of the project life cycle.
- **Identification and Selection of Technology:** The introduction of new technology into a work environment creates significant financial and operational issues. We understand that the key to realizing expected ROI is the effective integration of technology into the work environment. We provide expertise in product

selection and identification of work process design issues resulting from the introduction of new technology. We can manage the selection process from vendor identification to product evaluation.

Our Training Courses for High Performance Managers Ready for High Performance Management

Courses include Creating Contact Center Success; the InTELEgent™ Contact Center Coach; Managing Critical Resources; Management Discussion Skills; Call Management.

Our Performance Reviews Look for Areas in Need of Improvement

Tools we utilize to assess performance and quality include: The InTELEgent™ Operations Performance Review; The TeleGenius™ Customer Quality Review; Technology Review; and special performance studies.

Our Management Tools Ensure Our Clients Are on Track and Stay on Track

We developed the following management tools to monitor performance: the InTELEgent™ Project Management Process; ClearStatZ™; the Financial Analysis Tool; the Contact Center Expert Staffing Analysis Tool, the Agent Score Card, and the Quality Assurance ScoreCard.

Other Services SGCi Offers Include:

- Preparation of RFI documents
- Selection and implementation of contact center technology, including ACD systems;
- Quality Monitoring Systems;
- Work Force Management Systems for the contact center and operations technicians;
- Selection of Customer Satisfaction Survey Systems;
- Integration of large virtual work groups;
- Preparation of business cases for cost benefit analysis;
- Agent training on new technology

Our Expertise

SGCi stands ready to provide services to new businesses as well as businesses further in the development process. SGCi provides contact center implementation and system training to managers in over 15 private and government organizations annually. We have worked in different operational environments, including sales, collections, help desk, catalog, direct marketing, operations, and customer service.

SGCi utilizes contact center experts to provide services:

Daniel Alexander started his professional career in the contact center environment in 1978. He spent 15 years working for Bell Atlantic before he saw a need to use his passion for contact center expertise to benefit other companies in a consulting capacity. He has an MBA from University of North Carolina Chapel Hill.

Joyce Brooks spent 30 years at Verizon in Marketing, sales, Contact Center Management, and Back Office Management. She has worked with SGCi since 1998 and has coordinated, managed, spearheaded projects around the world. Joyce has a Masters Degree in Organizational Effectiveness.

Our consultants have over 70 years of accumulated experience in multiple contact center environments in the United States and around the world.



InTELEgent™ Management Consulting