



## **Strategic Contact Receives GSA/FAS Schedule Contract for MOBIS**

*Firm awarded elite contract to bring high-quality, process-driven call center consulting to government agencies*

**BEAVERTON, OR – April 1, 2008** – Strategic Contact, Inc., a leading independent contact center consulting firm, today announced it has been awarded a GSA/FAS Schedule Contract for Mission Oriented Business Integrated Services (MOBIS). The contract, number GS-10F-0175U, is in effect for 20 years and is a highly coveted, competitive award which qualifies the company to provide a full range of management consulting services to improve federal agencies' contact center performance. Contractors who are awarded a contract with the General Services Administration (GSA) are more likely to be selected for large and important projects because they offer agencies shorter lead-times, lower administrative costs, proven expertise, and committed price points

“We’re very excited to receive this long-term contract from GSA,” said Lori Bocklund, President, Strategic Contact. “As a woman-owned small business, this presents a tremendous opportunity for us to offer our expertise in the industry on a much broader scale. It’s a critical component of our future growth strategy and we’re very much looking forward to building strong relationships with the agencies and their outsourcing partners to help them meet their goals.”

Strategic Contact provides a fresh approach to contact center consulting by providing pragmatic guidance on the strategy, organization, operations, processes, metrics, and technology that surround the contact center. Leveraging years of technical and operational experience coupled with proven methodologies gained from working with both large enterprises and small business, the team is highly regarded in the industry for offering unbiased perspectives that drive business results.

The Winvale Group, a Washington DC-based professional services firm specializing in government contracts and the GSA Schedule Program, served as an advisor and consultant to Strategic Contact as it went through the submission, review, and award process. “Receiving this stamp of approval from GSA is a significant and highly motivating achievement for Strategic Contact,” said Brian Dunn, Managing Partner, Winvale Group. “The award is based on an extensive and strenuous qualification process

involving customer satisfaction, performance history, financial viability and due diligence, and is a true reflection on Strategic Contact's unique process-based approach to contact center initiatives. With the GSA contract now in place, Strategic Contact can start capturing MOBIS opportunities and closing federal business immediately."

The GSA Schedule is a government-wide procurement vehicle that provides streamlined access to specialized industry partners, with established reputations, who have consistently demonstrated the ability to deliver world-class solutions at a "fair and competitive" price. It is the preferred vehicle for government buyers to utilize for needed products and services to aid in their agency's mission. Obtaining a GSA Schedule contract for MOBIS requires a high level of experience in process re-engineering consulting, something most organizations cannot qualify to deliver. In fiscal 2007, GSA MOBIS sales were more than \$3.6 Billion dollars.

**About Strategic Contact, Inc.**

Strategic Contact is an independent consulting firm that provides unbiased, objective perspectives based on its deep experience with operations, organizations, processes and technologies. With experience at contact centers large and small, the firm helps companies plan for change and growth, evaluate new technologies and services, revamp and reorganize their operations and processes, develop outsourcing and virtual call center programs, and conduct business case analysis. For more information, visit [www.strategiccontact.com](http://www.strategiccontact.com) or call 866-791-8560.

**About The Winvale Group, Inc.**

The Winvale Group is a professional services firm specializing in government contracts and the GSA Schedule Program. Headquartered in Washington, DC, Winvale provides expertise to those seeking to pursue business with federal, state and local governments. Winvale's global client portfolio includes many small emerging firms as well as Fortune 100 companies. For more information, visit [www.winvale.com](http://www.winvale.com)

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