



Independent Contact Center Consulting for GSA/FAS Schedule — MOBIS



Strategic Contact, a premier independent call center consulting firm, provides a fresh approach to consulting with unbiased, pragmatic guidance on the strategy, organization, operations, processes, metrics, and technology that surround the contact center.

Leveraging years of “in the trenches” experience gained from working with both large enterprises and small business, the team now provides its full range of management consulting services to help federal agencies improve contact center performance. With its GSA/FAS Schedule Contract for Mission Oriented Business Integrated Services (MOBIS), Strategic Contact offers its unique process-based approach to both agencies and their service providers.

Strategic Contact partners with clients to define *and* execute strategy. The team injects each client project with the latest best practices and focuses on delivering actions and outcomes that matter to your organization and your constituents.

Strategic Contact provides expert consulting services in these areas:

- Contact Center / Operations Strategy
- Multi-site Strategy
- Metrics Strategy
- Outsourcing Strategy
- Technology Strategy and Planning
- Business Cases
- Call Center Design
- Process Design
- Organizational Design
- Technology Requirements and Selection
- Technology Design
- Business Continuity and Disaster Recovery Planning
- Call Center Implementation
- Change Management
- Project Management



#GS-10F-0175U

Contract Holder

Project Profiles

Interested in the type of projects we've recently completed? Visit www.strategiccontact.com/projectprofiles.asp

Interested? Email us at gov@strategiccontact.com or call **1-866-791-8560** to learn how we can help improve your center's performance.

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