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# ***VLEC Communications Inc. Technology Services Group***

## ***Company Profile***

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### ***Contact Info:***

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## *Company Overview*

VLEC Communications Inc. is a solution driven, IT consulting company located in the District of Columbia and with presence Denver, Colorado.

We have been providing quality unified communication consulting and software development services for over a decade.

Our resources are highly qualified engineers with extensive experience and solid track records. We specializes in designing, engineering and migrating clients to next-generation platforms, including a complete range of Unified Communication solutions and services. Our group of Unified Communication consultants bring together a complimentary set of skills and principles across multiple facets of Information Technology and share an unparalleled work-ethic.

Our engineers are telecom certified, and have worked in various capacities. Our team members are widely recognized Subject Matter Experts (SME) in several communication products. Our client portfolio includes world largest financial firms, wall street banks such as UBS©, Credit Suisse©, JP Morgan Chase© to name few and government agencies such as Avaya Government Solutions Cloud Services Organization, the Department of Health and Human Services, DC Health Benefit Exchange and the State Of New York to name a few.

We understand IT business processes, high-level methods and procedures, back-end infrastructure and system protocols.

Because of our in-depth understanding of software development process, our service extends beyond solution integration. We focus on a comprehensive end-to-end business solution.

We specialize in Voice over IP (VoIP) architecture, CRM, and CTI implementation with specific service focus on:

- Unified Communications Product Development
- Call Center Services and Technology
- Data Center Facility & Disaster Recovery
- Software development and consulting services

It is our intention to prove this statement through our professional work ethics, corporate commitment and successful implementation of our clients' projects.

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## **Unified Communications and Call Center Solutions**

VLEC Communications has provided IT solutions including system level consulting and software development services for over a decade.

We have expert level knowledge and hands-on experience in the following contact center solutions -

- Design business processes as well as methods and procedures.
- Data Extraction-Transformation-Load (ETL) design and implementation.
- Call center architectural solution
  - Avaya, Cisco, Genesys
  - CRM, CTI integration
  - IVR Self Service application design and implementation
  - Inbound call traffic analysis
  - Outbound call routing strategy design
  - Siebel®CTI
  - Salesforce©
  - Aspect®

VLEC Communications has played key roles in designing, implementing and delivering very large and complex call center solutions. We have been instrumental in designing and implementing large contact centers that service world class financial institutions and government agencies.

Our full professional service includes

- Call center services and technology
- Analysis and delivery of system requirements.
- Software development and implementation.

Our objective is to provide a full professional service within a contact center technology life cycle and deliver quality service with rapid service deployment.

Following is a short list of clients who have benefited from our consulting services:

District Of Columbia – DHS / HBX	IBM©
AT&T Broadband	CIGNA Healthcare
J.P. Morgan Chase	Credit Suisse©
Hewlett-Packard	H&R Block World HQ
State Of New York	GE Capital
UBS©	Sprint©

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