



VLEC Communications
IT Consulting Services
(CBE / LBE/SBE/DBE) (LSD62117012020)

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Highlights -

- Call center design and deployment.
- On-shore, Near-shore, Off-shore.
- VoIP, SIP, H.323 enablement.
- End-to-end call center consultancy.
- SLA, KPI definition.
- Vendor selection process.
- Manage RFP response and review.
- Software design & development.
- Self-service application
- Analytics, Reporting and Data Visualization.
- End-to-End system performance.

Sample Clients -

- Government Agencies
- Insurance Companies
- Wall Street Banks and
- Financial Institutions.

Sample Technologies -

- Call center & voice technologies
 - Avaya® (EP, AES, CM, CMS)
 - Cisco (CUBE, ICM, CVP)
 - Genesys®
 - Aspect® Call Center
 - VoIP or TDM based call center
 - MPLS, SIP and H.323.
 - NICE / Nuance
 - Workforce Management
- CRM – Salesforce / Siebel
- Analytics – Tableau
- C++ / Java Expertise
- Mobile App – IOS / Android
- DB – Oracle / SQL
- Cloud Service – AWS
- ETL - Informatica

VLEC Communications – IT Solutions and Consulting Services

We have provided IT consulting, software development and colocation services, for over a decade.

Our consultants are highly recommended engineers with extensive experience and solid track records. We are experts in contact center technology, business process, high-level methods and procedures, the back-end infrastructure and system protocols. Because of our in depth understanding of the industry, our service and products extend wider than any of our competitors.

We will prove this statement through our professional work ethics, corporate commitment, and successful implementation of our clients' projects.

Our Services

- Deliver a contact center architectural blue print
- Analysis and delivery of capacity planning.
- VoIP centric contact center design and deployment.
- MPLS, SIP, H.323 service acquisition and enablement.
- Perform a reliable end-to-end stress and capacity test.
- Design and delivery of large TDM to VoIP migration initiatives.
- Current state assessment and Future state recommendation.
- Self-service application design and development.
- New call center technology design and deployment.
- On-shore, Near-shore, Off-shore call center deployment.
- Call center vendor selection and recommendation process.
- Creating RFP, reviewing responses, and provide vendor agnostic recommendation.

Current and former clients will speak for us.

Our Experience

- Exceptional experience with proven track record...
- Single site or Multi-site deployment.
- Sites from few hundred to thousands of seats.
- End-to-end MPLS deployment from the carrier to client's premise.
- Proven business case that delivered millions of dollars in savings.
- Fully VoIP, SIP and H.323 enabled technology or blended TDM technology.
- New contact center technology deployment with vendor agnostic approach.
- Flawless TDM to VoIP migration & integration with multi-national contact centers.
- Develop an acceptance criteria supported by end-to-end load & performance test.
- Design & deploy self-service technologies capable of handling over million requests per day.

We are confident that our unique experience and unparalleled discipline will get us your trust.