



## FEDERAL CITIZEN-SERVICES CONSULTANTS

### Capability Statement

[bclbusinessservicesinc.com](http://bclbusinessservicesinc.com)

**BCL Business Services, Inc.** consults with you to create, design, develop and improve Citizen Services processes such as Customer Relationship [CRM]/ Experience [CEX] Management, deployment / operation of Contact Centers, use of voice/ web Self-Service ,Speech Recognition and Mobility application designs to provide exemplary citizen experiences, increase satisfaction with Federal Services, reduce cost & maximize Key Performance Indicators.



### CORE COMPETENCIES for CRM, CEX, SS, CC



Solution Discovery & Support

Performance Analysis

Assessment and Evaluation



Performance Improvement

Project Planning/ Coordination

Cage Code: 7KTM8    DUNS # Code: 080191750

### COMPANY SNAPSHOT

**Government Business POC:** Ken Pilecek

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Address: 400 Broad St.  
Milford PA., 18337

Work Area: Nationwide

### DIFFERENTIATORS

- ◆ 1/2 century of mastering tough business problems
- ◆ Know how to make business relationships work
- ◆ Wrestle business problems to ground—every time
- ◆ As needed partners to scale to your projects size
- ◆ Serious Executive oversight—Guaranteed

### PAST PERFORMANCES



USN    FTG1, NESEP, Lt. USN, FACSFAC, NTDS



Bell Labs    Member of Technical Staff, BISCUS FACS



AT&T    Integrated Call Center Solutions,  
IVD Producer/ Director,



Lucent/  
Avaya    IVR Product Mgmt.,  
Contact Ctr Strategy  
Solutions and Technology Planning



Accuvoice, Inc.    Marketing & Alliances Director, Senior Consultant  
User Experience, Self-Service Apps Design



Founder, President, CEO

### NAICS & PSC CODES

- 541611 ADMINISTRATIVE MANAGEMENT AND GENERAL MANAGEMENT CONSULTING SERVICES
- 541613 CUSTOMER SERVICE MANAGEMENT CONSULTING SERVICES
- 561422 CUSTOMER SERVICE CALL CENTERS
- 541511 COMPUTER SOFTWARE ANALYSIS AND DESIGN SERVICES
- 541512 COMPUTER SYSTEMS INTEGRATION DESIGN SERVICES
- 541618 OTHER MANAGEMENT CONSULTING SERVICES
- 611420 COMPUTER TRAINING
- 541511 CUSTOM COMPUTER PROGRAMMING
- D318 IT and Telecom - Integrated Hardware/ Software/ Services Solutions, Predominantly Services
- D306 Automatic Data Processing System Analysis
- D307 Automated Information System Design and Integration Services

Ken Pilecek  
Government Business  
POC

[www.bclbusinessservicesinc.com](http://www.bclbusinessservicesinc.com)

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