

CSR-Support LLC

Capabilities Statement

Mailing Address:

**2660 Holcomb Bridge Road - Suite 222
Alpharetta, Georgia 30022**

Contact Person:

**Catherine Rightsell, Marketing Manager
Office: (404) 492-8650 ext. 137
Catherine.Rightsell@CSR-Support.com
Website: www.CSR-Support.com**

**CCR/CAGE: 6TVB5; DUNS #: 078703032;
EIN #: 46-0572910;**

COMPANY:

**VETERAN OWNED SMALL BUSINESS - VOSB
SERVICE DISABLED VETERAN OWNED SMALL
BUSINESS (*application in process*)**

**NAICS Codes: 518210, 561421, 561422, 561499
518410, 561439, 561621, 561990**

PSC Codes: D303, D305, D311, D312, D321, D399, R607

Who we are: CSR-Support is a Veteran owned company started in 2012 by Richard N. Kaufman. He has assembled a Management team of other Contact Center & Business Process Outsourcing experts. Collectively this team has over 125 years of successfully supporting clients needs and solving problems for medium to large Fortune 100 companies and state & municipal government agencies.

What makes our Management Unique: Our Executive Team was hand selected because of their related experiences. Their collective experience gives CSR-Support a unique insight to the Customer's needs and requirements. The diversity of backgrounds and experience makes for a well-rounded team of mostly U.S. Military Veterans.

Management's past Clients & Employers: Dreyfus (Mellon Bank), Citicorp, N.A., Atlantic Tele-Network, Stratix, Bell South, Kodak Dental Systems, GE Power, Hewlett Packard, Vertex Business Services, VISION-X, Arise Virtual Solutions, Gilbarco, Office Depot, AAA New York, SITEL, NYC Housing Emergency Services, VOICE DIRECT, TekSystems, TELETECH, Walz, Nippon Denso, Temecula Valley Bank, Endymion, Blue Cross Blue Shield, and First Data Corp.

Management's certifications: CCNP, CCDA, CCNA, CIPT VoIP, MCSE, MCP and MCP+I, Eucalyptus Private Cloud Design Build Manage (DBM), Cisco Data Center Unified Fabric (DCUFI), Cisco Data Center Unified Computing (DCUCI), CISSP and CISA/CISM.

Mission Statement: CSR-Support delivers contact center solutions that exceed expectations utilizing cutting edge technology and first-class customer service. Our mission is to provide the best in the industry customer support for our clients and employment opportunities for Veterans and non-Veterans.

Human Resource Development Capabilities:

- **Recruiting:** Job Fairs, Wounded Warriors Project, Apex Veteran Staffing, Inc., GA Department of Labor, LinkedIn, VetBiz.gov and U.S. Veterans Chamber of Commerce are just a few of the resources CSR-Support uses to find the top candidates to meet and exceed our clients expectations.
- **Hiring:** CSR-Support hiring process includes pre-employment performance testing; employee back ground check, pre-employment drug screening, previous job and personal reference checks. Three tier personal interview process, to ensure that we have the right candidate for our Customers.
- **Training:** CSR-Support uses state of the art call analytics software, Computer Based Training, team rotation training, as well as Quality Control call monitoring.
- **Mentoring:** Ongoing training and mentoring is a daily function of every Supervisor and Manager on staff.

Technology Capabilities:

- **High Security:** Our systems are designed and implemented to stop hackers and information theft. We adhere to requirements found in: the [Sarbanes-Oxley](#) Law; The [Bank Secrecy Act](#) of 1970; the "Payment Card Industry Data Security Standard ([PCI DSS](#))"; the Health Insurance Portability and Accountability Act ([HIPAA](#)); the Federal InfoSec Management Act ([FISMA](#)); plus other state and federal laws.
- **Secure Thin Client Virtual Desk Top:** Representative's workstation does not have access to files. All activities take place on servers where centralized Security is enforced.
- **Secure Hybrid Cloud n+1 Mesh Clusters:** On-site hardware and software (our internal cloud system) is replicated on both an east coast and west coast external cloud system for 99.999% up time.
- **Voice Analytics:** monitoring of voice wave patterns of hostile callers is electronically detected and supervisors are notified to assist.
- **Shadow & Coaching:** Interactive screen shadowing and whisper coaching of Agents is a ongoing part of quality control and training. These tools are used on premise and for the Agent working from home.
- **Video Teleconferencing:** Ability to hold video teleconferencing sessions between our clients, our managers and the CSR-Support's working on a customer's project.
- **Diverse Routes:** Our Alpharetta location is supported by optical fiber and wireless radio links from different carriers.