

# MicroAutomation®

CUSTOMER CONTACT SOLUTIONS

Trusted Advisor | Market Proven Solutions | Reliably Engineered

For 30 years, MicroAutomation has maintained a core focus of delivering high impact contact center and 9-1-1 solutions that provide our customers with a competitive advantage in balancing improved customer service with reducing operational cost. Our clients turn to MicroAutomation for the experience, knowledge, processes, and vendor independence to identify, design, and prioritize contact center projects that best align project objectives to contact center operations and technology.

We work with customers across all industries- from Fortune 500 companies, to small businesses, to 9-1-1 contact centers. Our approach is simple - MicroAutomation serves as an advocate for our customers - recommending contact center technologies that best fit their business objectives, not those of a particular hardware or software manufacturer. That bold independence and commitment to 'do the right thing for our customer' is the reason our clients continually refer to us as their trusted advisor.

## TRUSTED ADVISOR

At MicroAutomation, our team of consulting MAVENS have an in-depth understanding and accumulation of knowledge and experience in contact center automation and Next Generation solutions. This allows MicroAutomation to provide innovative solution design, best practices and assessments that focus on maximizing the ROI in both legacy technology and next generation technology investments.



## MAVEN

*noun \mā-ven\ : a person who has special knowledge or experience; a trusted expert*

MicroAutomation Value ENgineering  
*Experience the Value in working with a MAVEN*

## MARKET PROVEN SOLUTIONS

MicroAutomation maintains a state-of-the-art laboratory in our corporate office in Northern Virginia that allows our team of experts the ability to trial and certify both legacy and next generation solutions from contact center technology manufacturers. The process allows MicroAutomation to guarantee that our recommended solutions deliver the ROI and value that all manufacturers promise. When combined with our own suite of frameworks and products, our customers benefit from technical solutions delivered on time, on budget, and that exceed performance metrics and business goals.

## RELIABLY ENGINEERED

MicroAutomation maintains a staff of certified industry veterans qualified to deliver and support our customer solutions. This unparalleled knowledge, project experience, and commitment to customer satisfaction have served as a catalyst in client relationships averaging over a decade. Full project life responsibility, including 24x7 support, is delivered through our customer-centric teams.

## What Our Clients Say...

"The MicroAutomation team did an amazing job during the project. Our partner was thrown a curve as they had to overcome the loss of key resources from our organization. That said, the team at MicroAutomation was able to keep the project on track and the solution was completed on time and within budget. The selection of MicroAutomation to provide the next generation IVR self service applications and move us to the cloud was spot on. The entire project team were phenomenal partners to work with. The new solution offers significant improvements to the customer experience and lays a foundation from which we can continue to build best of breed self-service for our customers. I want to thank everyone for their hard work and dedication!"

**Joe Testa, Senior Director,  
Customer Care Operations,  
Academy Sports + Outdoors**

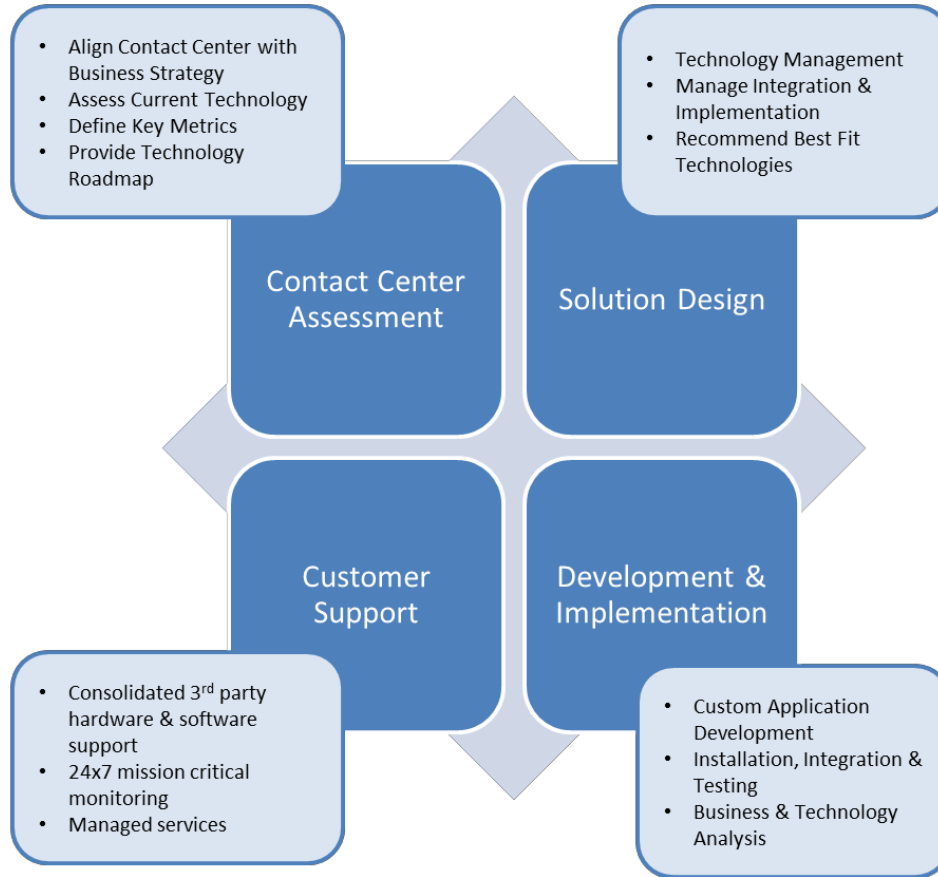
"I wanted to send my thanks and congratulations to the MicroAutomation team for a very smooth cutover to the new technology. The project is so crucial to our long-term strategy and I cannot thank MicroAutomation enough for the focus and dedication it took to make this complex migration project look easy. This was an outstanding team effort across several organizations. We were nervous going into the cutover with so many moving parts and opportunities for something to go wrong. However, the reality was a near perfect execution by some of the most creative folks I've had the pleasure to work with. Through the architecture, contract negotiations, solution design, and logistics of who- what when - everyone has shown a commitment that is awe inspiring. Thank you so much!"

**Barry Hoffman, Director, Information  
Technology, Hilton Worldwide**

"We have worked with MicroAutomation since 1999. In that time, they fulfilled every requirement, hit every deadline, and their implemented solution has had no downtime, ever."

**Ray Windisch, MIS Coordinator, Baltimore  
County, MD 9-1-1**

## Business and Technology Services



### Experts in a wide range of contact center and next generation technologies, including:

- IVR– Speech Enabled Self-Service
- CTI– Agent Screen-pop, Call Routing, Desktop
- Reporting & Analytics
- WFM– Agent Workforce Management
- Workforce Optimization– Quality Monitoring
- Multi-Channel– Web Chat, Phone, Email, Fax
- Unified Communications
- Social Media
- Mobile Applications
- ACDs/PBXs

### Contracting Information

- Small, Minority Business Enterprise
- CAGE 08MW5
- DUNS 78-708-0233
- EIN 77-0299902

### NAICS Codes

- 541512 • 541511 • 517919
- 519190 • 561422 • 561421
- 512290 • 518210 • 541519

## About MicroAutomation

MicroAutomation is a full service integrator of call center solutions and provides a broad range of professional services and products. MicroAutomation solutions are based on creating an effortless caller experience through Speech-enabled Interactive Voice Response (IVR), improving live agent efficiency utilizing Computer Telephony Integration (CTI), and providing analytics tools to report, manage and refine each solution element to maximize the overall performance of your call center.

MicroAutomation also offers contact center products and professional services including:

- The Award Winning Call Center Millennium™ Solution Series
- Complete solution design
- Configurable and custom application development
- Turnkey implementation
- Comprehensive customer support
- GSA Advantage IT Schedule: GS-35F-0419L

## Contact Us

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