



American Small Business Alliance Inc.

ENHANCING YOUR BUSINESS FOR SUCCESS

Overview

American Small Business Alliance, Inc. (ASBA) is a service-disabled veteran owned call center/telemarketing, event planning and supply chain support company. ASBA Contact Center services include: inbound, outbound, and technical support, email management, Live chat, and custom CRM capability. Our representatives connect with customers in meaningful ways. Our success stems from a unique combination of our experience in customer service, with superbly agile development capabilities; an extremely highly-regarded support team; and financial and organizational stability, based on a foundation of loyalty and integrity.

ASBA has taken steps to enhance our Contact Center enabling us to: 1) provide top notch experience, 2) tackle a much higher density and larger volume of work, and 3) enabling the client to obtain their goals without having to be concerned if the small business can fully support the task.

Mission Statement

ASBA is committed to providing outstanding customer service. Our philosophy is built on maintaining strong alliances with businesses, government agencies, and educational institutions through excellent job performance, strong ethics, integrity, and high-quality performance. ASBA believes that excellence in overall client support and interaction gives us the ability to create a product and deliver a service that symbolize the desires and goals of our clients; ensuring that each and every action is tailored to meet our client's unique visions and goals.

Call Center Services

Account Management – An assigned single point of contact available 24/7/365. This person is responsible for all reporting and communicating to the client as often as needed. Duties include: ensure levels of satisfaction are met, Service Level Agreements (SLAs) are met, implementation of account and requested all changes, reporting, Quality Assurance (QA), Training, any technical changes to the account

Bilingual Services – Can provide call center support in multiple languages globally

Inbound – Customer service, Appointment Setting, Third Party Verification, Dispatching, and more

Outbound – Customer Acquisition, Market Research, Database Management, and more

Email Management - Can support your current platform or use our internal system to handle customer inquiries.

Surveys – Public opinion polls and feedback calling

Collections – First-party collection services
Appointment Reminders



Differentiators, Contract Vehicles & Certificates

Service-Disabled Veteran Owned
Minority Owned
GSA PSS Schedule 00CORP GS-07-F450AA
BPA EPES FSS-BPA VA798S-13-A-0023
MDOT MBE | SBE | DBE 04-568
DUNS 128598013
CAGE 3G6N7
Capital Region Minority Supplier Development Council
IATA VER# 21-78056-6



Awards/Recognition

2016 Top 100 MBE Award Recipient
2013 MEA Executive of the Year

2012 Inc. 5000 Honoree & Award Recipient

2010 USDA Rural Development Service Disabled Veteran-Owned Small Business Contractor of the Year Award

2004 Secretary of Transportation Minority Business Enterprise Award





American Small Business Alliance Inc.

Our clients include



Department of Transportation



U.S. Department of Veterans Affairs



STATE OF THE ART TECHNOLOGY and INFORMATION SECURITY

- Amazon Web Services (AWS) (Equinix Private Cloud)
- Citrix, Cisco, Asterisk
- Multi-Factor Authentication
- Level 3 Communications, Verizon, Windstream
- Language Line Solutions (Multilingual Support)
- Encryption
- Network and Systems Security
- System and Application Controls
- Data Destruction
- Access Control
- Information Security Officer

CONTACT CENTER SOFTWARE

- Asterisk Cloud-based Call Center Software (Custom Software)
- Automatic Call Distribution (ACD)
- Interactive Voice Response (IVR)
- Workforce Management (WFM)
- 100% Call Recording
- ECHO Customer Surveys
- Reporting and Analytics
- Multi-channel Campaign Execution
- Hosted Auto Dialer Software
- Custom Customer Relationship Management (CRM) and Microsoft Dynamics

References

Mr. Vincent Lynch, U.S. Department of Transportation
202-366-9568 | vincent.lynych@dot.gov

Mr. Jack Boswell, Perfect 10
804-316-4558 | jack.boswell@perfect-10.tv

Mr. Zachary Wilcox, Department of Veterans Affairs
(202) 271-4566 | zachary.wilcox@va.gov

Ms. Angelina Charles, AT&T Entertainment Group
610-209-7596 | ac984x@att.com

Past Performance

NHTSA International Enhanced Safety of Vehicles Conference

Call Center Support, Inbound, Outbound, Customer Support, Tier 1 Help Desk, International, 14 Countries, 24/7, 2011 & 2017

Veterans Affairs National Veterans Small Business Engagement

Call Center Support, Inbound, Outbound, Customer Support, Tier 1 Help Desk, National, 2015 - 2017

AT&T – Local Channel Partner

Complete Call Solutions-(phone/email), Inbound Appointment Setting, Customer Service/Technical Support and Outbound, Lead Generation Regarding, Wireless Mobility, Broadband, TV and DirectTV, etc.

Perfect 10 – Call Center Service

Provided a fully customized Inbound/Outbound (Phone, Email, Voice, Broadcasting, Email Blasting and IVR solution) Customer Service and Technical Support for Company Programs.

NAICS Codes

541910 – Marketing Research

561920 – Convention and Trade Show Organizers

561320 – Temporary Staffing Personnel

541613 – Marketing and Sales Management

561422 – Contact Centers and Telemarketing

541611 – Administrative/General Management Services Consulting Services

January 2018