

*Tel: (202)759-6603
Email: info@vlecom.com*

VLEC Communications Inc. Technology Services Group

Company Profile

(CBE/ LBE/ SBE/ DBE) (LSD62117012020)

Contact Info:

***VLEC Communications Inc.
1220 L St NW Suite 100
Washington, DC 20005
<http://www.vlecom.com>***

***Tel: (202)759-6603
Email: info@vlecom.com
(CBE/ LBE/ SBE/ DBE) (LSD62117012020)***

***VLEC Communication Inc.
1220 L St NW Suite 100
Washington, DC 20005***

Company Overview

VLEC Communications Inc. is a solution driven IT consulting company located in the District of Columbia (*CBE / LBE/SBE/DBE - LSD62117012020*) and with presence Denver, Colorado.

We bring broad and deep voice technology knowledge and experience to our customers. We have been providing unified communication consulting and software development services for over a decade.

Our engineers are highly qualified. Each come with extensive experience and solid track records. We specializes in designing, engineering and migrating clients to next-generation platforms including a complete range of Unified Communication solutions and services. Our group of Unified Communication consultants bring together a complimentary set of skills and principles across multiple facets of Information Technology. We share an unparalleled work-ethic. We are widely recognized Subject Matter Experts (SME) in several communication products. Our client portfolio includes world largest financial firms, Wall Street banks, State and local government agencies.

We understand IT business processes, high-level methods and procedures, back-end infrastructure and system protocols.

Because of our in-depth understanding of software development process, our service extends beyond solution integration. We focus on a comprehensive end-to-end business solution.

We specialize in Voice over IP (VoIP) architecture, CRM, and CTI implementation with specific service focus on:

- Unified Communications Product Development
- Call Center Services and Technology
- Data Center Facility & Disaster Recovery
- Software development and consulting services

It is our intention to prove this statement through our professional work ethics, corporate commitment and successful implementation of our clients' projects.

Unified Communications and Call Center Solutions

VLEC Communications has provided IT solutions including system level consulting and software development services for over a decade.

We have expert level knowledge and hands-on experience in the following contact center solutions -

- Design business processes as well as methods and procedures.
- Data Extraction-Transformation-Load (ETL) design and implementation.
- Call center architectural solution
 - Avaya, Cisco, Genesys
 - CRM, CTI integration
 - IVR Self Service application design and implementation
 - Inbound call traffic analysis
 - Outbound call routing strategy design
 - Siebel®CTI
 - Salesforce®, Tableau®
 - Aspect®

District Of Columbia - DHS	IBM®
District Of Columbia - HBX	State of New York
AT&T Broadband	CIGNA Healthcare
J.P. Morgan Chase	Credit Suisse®
Hewlett-Packard	H&R Block World HQ
State Of New York	GE Capital
UBS®	Sprint®

VLEC Communications has played key roles in designing, implementing and delivering very large and complex call center solutions. We have been instrumental in designing and implementing large contact centers that service world class financial institutions, Health and Human Services, Insurance Marketplace, and government agencies.

Our full professional service includes

- Call center services and technology
- Analysis and delivery of system requirements.
- Software development and implementation.

Our objective is to provide a full professional service within a contact center technology life cycle and deliver quality service with rapid service deployment.