

Capability Statement

Dreamcatchers Consulting LLC

Dreamcatchers Consulting LLC designs, delivers, and manages exceptional Contact Center & Customer Relationship Management (CRM) Services. Our Commitment to Excellence and Quality Assurance reliably delivers innovative and flexible solutions for State and Federal clients. Our strategic implementation and best practices across all systems development, operations, maintenance, and staffing has achieved international and national recognition.

STATE OF MICHIGAN:

Our Distinctions

- Built 1st in Nation behavioral health solution with 24X7X365 mental health support program.
- Recognized by Governor as the #1 example of state resiliency throughout COVID pandemic.
- In 2019, saved department customers over \$21M dollars in redesigned platform efficiencies.
- In 2020, developed, delivered, and operated multiple statewide COVID19 contact center initiatives responding to emergency and disaster declarations; Recognized among the top two operations in providing citizen benefits nationwide.
- #1 State Cloud Provider - created and converted numerous solutions in the cloud.
- Moved 2000+ people from office buildings to home offices with no down time.
- Established FedRAMP certification as a standard throughout state government.
- Introduced WebRTC (Real-time Communication) as an approved standard.
- Introduced SASE (Secure Access Service Edge) for advanced cloud support.
- Established multi-department Community Forum for customer cross-agency communication.
- Since 2004, provided enterprise-wide support, resources, and teams needed for maximum productivity across business platform from modernization to transformation.

Core Competencies

- Call Center/Customer Relationship Management Services. Multi-channel, personalized communications strategy that maximizes opportunities with program clients. Represented the front lines and the face of government services with the public.
- Consistent delivery of innovative excellence for IT services and products with immediate cost savings; Implemented breakthrough technology and integration with existing IT backend systems.

Contact Center/Customer Relationship Mgmt.	Work from Home Agent Application
Complete Cloud Center as a Service (CCaaS)	Agent Presence Abilities
Mobile & Web Self-Service	Issue Management
Live Call & Chat support	Email & Back Office Integrations
Workforce Distribution & Workload Mgmt.	Advanced Routing
Artificial Intelligence (AI/BOTS)	Reporting & Dashboards
Application Development	IT Consulting

Past Performance

- Introduced Spanish and Arabic language translators, Chat Bots, and Artificial Intelligence.
- Scaled unemployment benefits platform 32,000% due to skyrocketing call volume (1.6M calls in a single day) due to COVID. Result - Department rated #2 in nation for COVID response.
- Redesigned Motor Vehicles platform resulting in the department receiving a Customer Improvement Award.
- Led government public services through COVID pandemic spikes - internal and external.
- Administered voice and screen recordings in both on-prem and new cloud technologies.
- Managed hybrid cloud environment supporting both on-prem and new cloud platform technologies simultaneously.
- Oversaw enterprise contact center and CRM (Salesforce, Dynamics, Siebel, etc.) technologies.

NATIVE AMERICAN MINORITY-OWNED ISBEE

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- Over **100 years** of combined experience transforming government services...

- International **award-winning leader** in delivering mission-critical citizen programs...

- Realize **significant savings** with more advanced solutions....

- Maximize **remote productivity** while achieving program goals and outcomes...

- "Your **dedication and hard work** is greatly appreciated by our team" ...

Federal Registration

UEI: 117503991
CAGE: 8KY91
NAICS: 541511, 541512, 561421, 561422

Disadvantaged Small Business (SDB) GSA IT Schedule 70