



**K4 SOLUTIONS**  
Taking Business Personally

# Admin-IT Management Solutions Partner



**K4 Solutions, Inc.**, an Admin-IT Management **EDWOSB**, provides quality Workforce Management; Contact Center Operation; Program Management and Healthcare Compliance solutions to federal Agency partners.

## CORE COMPETENCIES



Program and Workforce Management

- Agency Admin Management & Support Services
- Cleared Personnel & Subject Matter Experts
- Facilities Support, Expert, Targeted Recruiting
- Program Management & Capacity Building



Contact Center Standup and Operation

- Network & Telephony Infrastructure Build-out
- Multi-lingual Agents for Tiers 1-3
- Multiple CRM Competencies & Installations
- Customized CRM, IVR & Script Training



Networking/Infrastructure Management

- IT Support & Facilities Management
- Enterprise Architecture, Design & Maintenance
- Communication Technologies Integration
- ServiceNow Implementation



Healthcare Compliance Solutions

- Data Capture & Records Management
- HIPAA/PII Communications & Messaging
- Program Management
- Assessment, Verification & QA/QC

## Why K4?

### QUALIFIED

Successful Federal Contractor with 17 years of Experience

### RESPONSIVE

Small Business Agility, Large Business Acumen

### INNOVATIVE

Proprietary Cleared Talent ID & Acquisition Processes

### COLLABORATIVE

8(a) Small Business Mentor with Current SBA Approved Mentor-protégé Partnership

## DIFFERENTIATORS

- Top Secret Facility Clearance
- DCAA Accounting System
- ISO 9001: 2015 Certification
- CMMI Level 3 (11/2018)
- Four Regional Offices
- Multiple Contact Centers:
  - Multi-Lingual
  - 100+ CSRs
  - 24x7x365
  - FedRAMP ATO Expertise
- Cold Infrastructure Start-ups

DUNS: 028496672 CAGE: 1XWLA

### PRIMARY NAICS: 541519

518210, 519120, 519130, 519190  
541430, 541511, 541512, 541513  
541611, 541612, 541618, 541690  
541990, 561110, 561210, 561330  
561410, 561421, 561422, 561499



## PAST PERFORMANCE HIGHLIGHTS

### Department of Commerce

USPTO - Administrative Services in Support of Trademark Intake Operations Program

USPTO - Human Capital Consulting Service and Staff Support Contract

### Homeland Security

FEMA - Bi-lingual Contact Center

CBP - Traveler Communications Contact Center

TSA - Contact Center

### Health and Human Services

CMS - Affordability and Eligibility Verification Center

### US Department of Agriculture

FNS - Supplemental Nutrition Assistance (SNAP) Consumer & Retail Operations

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