



SYSTEMS INTEGRATION/MODELING & SIMULATION, INC. (SIM&S)
400 SW ATLANTIC STREET, TULLAHOMA TN 37388 | 931-454-0833



*“SIM&S offers a turnkey
Call Center at your campus or ours.”*

Call Center Solutions

Helping you achieve your Call Center



THE SIM&S APPROACH TO RAPID START-UP

- Identify and document call center operational needs
- Develop custom CRM to support customer's data tracking and recording needs
- Hire staff familiar with area, language and culture
- Provide disaster recovery solutions to ensure 24/7 operation with no impact
- Implement an ISO 9000 certified quality assurance and control program
- Complete cutover within 30 days
- Provide online access to the CRM via the Internet
- Provide call performance metrics using our state of the art ACD
- Provide ongoing electronic training for operators to meet the ever changing needs of our customers
- Implement a process improvement program that motivates our staff and reduces turnover



ON A MISSION FOR EXCELLENCE

SIM&S was awarded a Bechtel-FEMA contract on the basis of our technically superior solution. Immediately after award, a contract implementation team composed of software, hardware, and communications engineers from SIM&S headquarters was dispatched to Mississippi. Building trades personnel were also brought in to prepare and renovate the chosen facility (an old warehouse building that was one of the few remaining vacant facilities in the area).

The staffing and technical complexities of establishing the MCC were exaggerated by the need for a rapid implementation schedule. These demands, combined with the lack of available office space and basic building supplies, constituted a formidable challenge for SIM&S contract implementation team. SIM&S worked with the city government and civic leaders to assure the contract did not encounter any unforeseen obstacles. Lucedale Mayor Whites presented SIM&S with the key to the city due to the economic impact on the HUBZone area.

A 4Kva Uninterruptible Power Supply (UPS) and an 18Kw natural gas generator assure a constant power supply. Telephone access is provided via LEC toll free lines connected to a Business Communications Manager with the Call Pilot Voice Messaging System, Professional Call Center, Digital Trunk Module. The facility was equipped with an Automatic Call Distribution system. Fail safe solutions provide the capability to route calls to call centers in Tullahoma if the facility is impacted.