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NAICS Codes

541611 Administrative Management and General Management Consulting Services
541614 Process, Physical Distribution, and Logistics Consulting Services
541618 Other Management Consulting Services
611430 Professional and Management Development Training

Mission: To bridge the user adoption gap between various WFO technology platforms and the workforce management discipline by providing best in class consulting and training services.

About Us

Solid Rock Consulting is a Workforce Management (WFM) and Workforce Optimization (WFO) consulting firm with 10 years of experience helping call centers nationwide implement better technology, optimize the technology they currently have, and build better workforce management teams. We partner with clients from the private, public, and not-for-profit sectors to identify their highest-value opportunities, address their most critical challenges, and transform their call center operations.

Differentiators – Our Expertise and Experience

Full WFM Lifecycle and WFO Subject Matter Expertise

With enough experience and knowledge to handle projects of any scope for any size client, Solid Rock Consulting is still small enough to be flexible for the specific needs of any client or project.

Core Discipline Focused

Solid Rock Consulting goes beyond relying solely on technology to get the work done but focuses on ensuring that the core disciplines of WFM / WFO are taught as well to ensure greater adoption.

Delivery Methodology

With a unique way of delivering training and assessments, Solid Rock Consulting ensures that users can build and scale their operations using the concepts that are taught.

Past Performance / Industry Clients

References are available upon request.

Core Competencies and Capabilities

- Evaluation of existing call center technologies, systems, and processes to identify the most immediate and critical challenges that get addressed to bring operations up to peak efficiencies.
- Training organizations on core WFM / WFO discipline methodologies as well as help them learn their tools and systems to better understand the importance of quality data inputs for quality data outputs.
- Configuration and optimization of WFM / WFO tools and systems to ensure that they are getting the most value out of their technology investment.

Services

- Rapid Call Center Design, Implementation, and Startup
- WFM Assessments
- WFM / WFO Training & Development
- Call Center Systems and WFO Tool Procurement
- Staff Augmentation



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