



1Source Management Consulting, LLC is a small, woman-owned company that provides consulting, project management and training services to commercial, not for profit and government organizations. We focus on working alongside our clients to provide outstanding service to their customers and constituents through strategy, technology, and training.

Capabilities



Consulting

Our consulting services focus on integrated solutions to help our clients best serve and connect with their customers and constituents. Our experienced consultants guide our clients through the steps to increase customer retention and loyalty, energize constituent advocacy and streamline the process of managing escalated complaints. Our team provides the following services:

- Service Audit and Analysis
- Service Strategy and Design
- Change Management and Facilitation
- Service Standard and Policy Development



Market Research

Looking to make sense of customer behavior through research? Let our team of experienced researchers shed light on customer sentiment and behavior with the following services:

- Research design
- Survey build and implementation
- Data visualization, analysis and reporting



Project Management

We improve processes through integrated technology solutions, re-configuration of a current solution, and if needed large-scale changes. We provide:

- Configuration and Implementation of Customer Relations Management (CRM) software applications
- Change Management Implementation and Support



Training

The most important investment our clients can make is in their team. We provide innovative training that includes:

- Customer and Constituent Service Workshops
- Service Challenges and Escalations
- Managing for Superior Service
- CRM Application Training

DIFFERENTIATOR

In addition to offering certified project managers who are experienced in their fields, 1Source is the home of **Peaceful Project Management™**, a people-first approach to strategy and project management that ensures successful outcomes and reduces project-driven stress for our clients and partners.

Clients



Business Certifications



Experience

Customer/Constituent Experience – 20 years

- Multi-channel contact center strategy and design
- Operational and technical project management
- Organizational change
- CRM configuration and implementation
- Public Speaking and Training

Our work has resulted in:

- 20% improvement in customer satisfaction
- 15% increase in customer retention
- 15% increase in constituent advocacy

Professional Certifications

- Project Management Professional, PMP®
- AWS Cloud Practitioner

NAICS

- 541611** Business Management Consulting
- 541613** Customer Service Management Consulting
- 541910** Marketing Research and Analysis
- 541512** Computer System Design
- 611430** Professional Development Training