TLCx

TLCx: Optimizing Every Moment of the Citizen Experience



accenture FEDERAL SERVICES

FEMA



TLCx: Optimizing Every Moment of the Citizen Experience

TLCx is a Certified Veteran-Owned Business accredited by the NVBDC, 100% Employee-Owned CX outsourcing partner serving Fortune 500 companies with people-first, performance-driven solutions. With 18+ years of experience, we combine AI innovation with human connection to deliver scalable, tailored support across acquisition, retention, care, and technical services.

18+ YEARS

Citizen Services & Core Competencies

TLCx provides comprehensive, secure, and scalable citizen support across federal, state, and local government programs. Our services span inbound, outbound, managed services, and case management, with a unified, omnichannel delivery model.

Inbound Services

- Resident Services & Information Support
- Triage & Application Assistance
- Appointment Scheduling
- Help Desk Support & Troubleshooting

Outbound Services

- Case Management
- Follow-up Services
- Correspondence Confirmation
- Appointment Setting

Case Management

- Claims Processing
- Documentation & Validation
- Account & Application
- Management

Managed Services

- Quality as a Service (QaaS)
- Workforce Management
- Training & Development

Channels Supported

- Voice
- Chat
- Email
- SMS
- Mobile App
- Social Media

Capabilities for Government

TLCx brings decades of experience delivering high-impact, high-speed, and high-compliance support to public sector programs and advocacy campaigns.

Proven Performance in Government & Advocacy

FEMA Response Deployment: Activated 1,200+ agents in under 5 days to manage emotionally high-stakes inbound volume during a disaster response.

Legal Coordination Services: 24/7 bilingual support for remote court scheduling, documentation processing, and public access.

Civic Engagement Campaigns: Voice + SMS voter contact and awareness programs across 200+ campaigns in 10+ states.

CX Support Across Sensitive Public Sector Services

TLCx supports secure, responsive, and compliant citizen experiences through:

- Emergency Services & FEMA Response
- Citizen Engagement Centers
- Remote Legal Scheduling & Court Coordination
- Legal Representation Support
- CX Delivery under High Compliance & Security Protocols

This government-facing capability suite pairs TLCx's tech-forward delivery model with deep operational agility, ideal for federal, state, and local programs requiring trust, speed, and scale.

Our Intelligent CX Tech Stack

TLCx leverages a deeply integrated AI-enabled BPO model to drive faster resolution, smarter workflows, and more consistent customer experiences—without losing the human connection. Our technology stack includes advanced tools built to elevate agent performance, customer satisfaction, and operational oversight across every channel.

Core Capabilities Include:

AI Agent Assist & Real-Time Coaching

Supports voice, chat, and messaging with real-time guidance, next-best action prompts, and dynamic scripting—helping agents deliver faster, more accurate responses.

Interactive Knowledge Base

Automatically generates, organizes, and refines FAQs and resources using AI-powered content modeling to reduce training time and support consistency.

Quality Assurance Automation

Real-time monitoring and correction of agent interactions, with intelligent alerting and dashboard views for QA leaders to assess performance at a glance.

Performance & Skill Mapping

Customizable dashboards to track agent metrics, training effectiveness, and behavior trends, providing 100% visibility across teams and geographies.

Fraud Detection & Voice Authentication

AI-driven voice verification helps detect synthetic audio, verify caller identity, and flag risks instantly without disrupting the customer experience.quality and compliance.

Compliance & Oversight Tools

Supervisor portals and live dashboards allow leadership to monitor call status, idle time, average handling time, and agent behavior across multiple sites or vendors.

Security Certificates

Certified, Secure & Proven

DUNS(D&B) Number: **798771403**
We are registered and ready for procurement

TLCx operates in a fully secured environment and meets the highest industry standards:

- Annual Penetration Testing
- Class-A Cybersecurity Protocols
- SOC 2 (SSAE), HIPAA, and PCI Compliance
- Veteran-Owned Small Business (VOSB), CAGE: 7ZVC2

Company Snapshot

Founded **2007**

Ownership **100%** Employee-Owned, Certified Veteran-Owned Business accredited by the NVBDC.

Global Reach

Servicing in **20** Languages

Industries Served
Government, Retail, Finance, Healthcare, Consumer Services, Media, Travel

Differentiators
Tech Integration, Rapid Scalability, People-First Leadership, High ROI

Full Service Coverage

Inbound Services

- Website Navigation & Online Portals
- Driver's License & Tolling Support
- State & Local Program Assistance
- Income Verification & Eligibility Determination
- Assessment Services & Pre-Approvals
- Live Chat, SMS, Email & Mobile App Support
- Follow-up, Tracking & Reporting Services
- Customer Voice Interaction & Complaint Resolution
- Healthcare & Insurance Coverage Queries
- Billing Support & Claims Guidance
- Reimbursement, Membership & Provider Lookup

Outbound Services

- Outbound Tracking Services
- Help Desk Follow-up
- Election Campaigns

Case Management

- Pre-approvals
- Ticketing & Quality Control

Managed Services

- Business Intelligence
- Project Management
- Technology Support
- CRM Platform Management

NAICS Codes

561422 : Telemarketing
561421 : Telephone answering services
561110 : Back Office Functions
541910 : Marketing research and public opinion polling
561499 : All other business support services
621399 : Offices of All Other Miscellaneous Health Practitioners

TLCx
www.tlcx.com