



## NAICS Codes:

### Contact / Call Centers

- 561421 - Telephone Answering Services
- 561422 - Telemarketing Bureaus and Other Contact Centers

### Managed Services

- 518210 - Data Processing, Hosting, and Related Services
- 519130 - Internet Publishing and Broadcasting and Web Search Portals
- 541511 - Custom Computer Programming Services
- 541512 - Computer Systems Design Services
- 541513 - Computer Facilities Management Services
- 541519 - Other Computer Related Services

### Staff Augmentation and Outsourcing Services

- 541330 - Engineering Services
- 541430 - Graphic Design Services
- 541611 - Administrative Management and General Management Consulting Services
- 541612 - Human Resources Consulting Services
- 541618 - Other Management Consulting Services
- 561110 - Office Administrative Services
- 561311 - Employment Placement Agencies
- 561312 - Executive Search Services
- 561320 - Temporary Help Services

## StaffTechs Corporate Team Capabilities

### Core Competencies:

#### Contact / Call Centers

- Help Desk Services
- Claims Processing Services
- Consulting Services

#### Managed Services

- Data Center Services: Co-Location, IaaS, SaaS
- Physical and Cyber Security
- Business Continuity Plans and Disaster Recovery (BCPDR)
- Network Design, Management and Monitoring
- Telecommunications
- Voice over Internet Protocol (VoIP)
- Physical and Virtual Systems Administration, Management and Monitoring
- Data Storage and Backups
- Cabling: Coax and Network Drops, Testing, Labeling and Management

- Systems Integration
- Website and Web Applications Development
- Server and Website Hosting
- Custom Computer Programming
- Database Administration (DBA)

#### Staff Augmentation and Outsourcing Services

- Business Professionals
- Technology Specialists
- Medical Personnel
- Architects and Engineers

### Contact:

**Operations Manager**  
(865) 392-9010  
info@StaffTechs.com  
123 Center Park Drive  
Knoxville, TN 37922



## Differentiators:

- FISMA/NIST/HIPAA Data Center Operations and Maintenance

## Awards:

- 2010 – UT-Battelle’s Small Disadvantaged Business of the Year Award
- 2005 – U.S. Small Business Administration (SBA) Administrator’s Award of Excellence
- 2003 – U.S. Small Business Administration (SBA) Administrator’s Award of Excellence

## Organization Memberships and Partnerships:

- Microsoft Certified Partner
- East Tennessee Project Management Institute (PMI) – Member
- Help Desk Institute (HDI) – Member
- National Contract Management Association (NCMA) – Member Pro Vita
- Knoxville SharePoint User Group (KSUG) – Member
- East Tennessee Business Intelligence User Group (ETBIUG) – Member
- FatPipe Networks Certified
- Energy, Technology, Environmental Business Association (ETEBA) – Member
- Tennessee Veterans Business Association (TVBA) – Platinum Partner

## Current and Past Performance:

### **Oak Ridge National Laboratory (ORNL)** - Contact Center and Staff Outsourcing Services

Project Title: CFATS Helpdesk Call Service Center

- Agency: Department of Homeland Security (DHS)
- Order/Contract No: 4000057833, 40000116138
- Duration: 8 years+

### **Oak Ridge Associated Universities (ORAU)** - Contact Center, Managed Services and Staff Augmentation

Project 1: Claims Processing for the Dose Reconstruction Project

- Agency: HHS/CDC/NIOSH
- Order/Contract No: Multiple
- Duration: 6 years

Project 2: Occupational Health Web Portal Development, Hosting, and Staff Augmentation

Duration: 4 years

### **Comprehensive Health Services (CHS)** - Staff Augmentation

- Agency: Department of Homeland Security (DHS) - U.S. Customs and Border Protection (CBP)
- Order/Contract No: Multiple
- Duration: 5 years

### **MyNextSuite, LLC** - BMO, Managed Services, Staff Augmentation – Commercial Work

- Property Management
- Duration: 9 years+

### **Hyperion Incorporated** - Managed Services – Commercial Work

- Cloud Based Web Hosting and Systems Integration
- Duration: 3 years+

### **Tengasco Incorporated** - Managed Services – Commercial Work

- Cybersecurity, Networks, VoIP, Sys Admin, Professional Services
- Duration: 2 years

### **Entrust Solutions, LLC** - Managed Services – Commercial Work

- Cybersecurity, Networks, VoIP, Sys Admin, Professional Services
- Duration: 4 years+

### **Nova Towers, LLC** - Managed Services – Commercial Work

- BCPDR, VoIP, Sys Admin, Data Storage, Backups, DBA, Professional Services
- Duration: 2 years+

### **MT South, LLC** - Managed Services – Commercial Work

- IaaS, Networks, VoIP, Sys Admin, Data Storage, Backups, Hosting, Custom Computer Programming
- Duration: 2 years

### **Information Technology for Enterprises (IT4E)** - Managed Services – Commercial Work

- Co-Lo, Disaster Recovery, Networks, VoIP, Professional Services
- Duration: 2 years+

### **AutoNation Honda** - Managed Services – Commercial Work

- IT Support, Cabling
- Duration: 1 year+