

Contact center operations, consultation, analytics, and cybersecurity

Our advanced contact center solutions help government agencies deliver on their missions by streamlining their user journeys, modernizing their customer experience (CX), and optimizing their program outcomes.

Our custom implementations help agencies meet the Office of Management and Budget’s “Delivering a Digital-First Public Experience” guidance.



source: www.cio.gov/help-us-deliver-a-digital-first-government

Here is what differentiates us from the competition...

- **Expertise:** Our enterprise has 50 years of experience partnering with federal, state, and local agencies. Our expertise covers a broad spectrum of program types, including education; labor, workforce, and human services; transportation and mobility; and finance and revenue.
- **Technology:** Our NaviConnects® omnichannel contact center ecosystem helps you advance along your digital experience (DX) journey, enabling constituents to engage with your program on their terms.
- **Scale:** Annually, our hundreds of team members help tens of millions of individuals successfully navigate complex programs.
- **Compliance rigor:** Our dedicated compliance team can help you stay ahead of new rules and guidance.

Core competencies

- **Operations:** We can staff, train, and manage your program’s entire contact center program. We also deliver fast, accurate, and secure processing of both inbound payments and outbound disbursements.
- **Consultation:** Our seasoned management team will help you uncover and solve inefficiencies, enhance your finances, and improve your constituents’ satisfaction and outcomes.
- **Analytics:** Our custom, real-time reporting identifies issues and opportunities to ensure you stay on track to achieve your goals.
- **Cybersecurity:** Our robust defenses are built for today’s threats, and tomorrow’s. We base our policies and procedures on NIST-800-61 Rev. 2.

Contract vehicles

Our multiple award schedule (MAS) solutions make it easy for you to contract with us and optimize the value of our partnership.

We offer these contract vehicles:	Our affiliate Pioneer Credit Recovery offers these contract vehicles:
<ul style="list-style-type: none"> • Automated Contact Center Solutions (SIN 561422) • Financial Advising, Loan Servicing, and Asset Management (SIN 522310) • Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services (SIN 541611) 	<ul style="list-style-type: none"> • Debt Collection (SIN 561440) • Debt Collection Disaster Recovery (SIN 561440RC) • Order Level Materials (SIN OLM) • Order Level Materials Disaster Recovery (SIN OLMRC) 

Program solutions

Our experience and capabilities enable us to deliver solutions across a broad array of program types, including:



Education



Labor, workforce,
and human services



Transportation
and mobility



Finance
and revenue

North American industry classification system (NAICS)

NAICS classifies us under the following designations.

- 522310 - Mortgage and Nonmortgage Loan Brokers
- 522320 - Financial Transactions Processing, Reserve, and Clearinghouse Activities
- 531210 - Offices of Real Estate Agents and Brokers
- 541611 - Administrative Management and General Management Consulting Services
- 561421 - Telephone Answering Services
- 561422 - Telemarketing Bureaus and Other Contact Centers
- 561440 - Collection Agencies
- 561499 - All Other Business Support Services

Compliance

Leveraging our consulting expertise, our rigorous compliance posture, and the capabilities of our product partners, we ensure our clients' CX platforms adhere to applicable laws, standards, and regulations, including:

- Federal Risk and Authorization Management Program (FedRAMP)
- Health Insurance Portability and Accountability Act (HIPAA)
- IRS Publication 1075
- Payment card industry (PCI) Level 1
- State Risk and Authorization Management Program (StateRAMP)

Affiliations

Our enterprise proudly affiliates itself with forward-looking industry groups that are helping shape the future of CX, including:

- American Association of Motor Vehicle Administrators (AAMVA)
- Federation of Tax Administrators (FTA)
- Government Finance Officers Association (GFOA)
- International Bridge, Tunnel and Turnpike Association (IBTTA)
- International Parking & Mobility Institute (IPMI)
- National Association of State Budget Officers (NASBO)
- National Association of State Procurement Officials (NASPO)
- National Association of State Workforce Agencies (NASWA)
- Unemployment & Workers' Compensation (UWC)

General information

Registered company name: Pioneer Customer Experience, LLC
Year incorporated: 2017
State of incorporation: Delaware
Corporation type: Limited Liability Company; For Profit Organization
D-U-N-S number: 116944678
UEID: M3NRN5ZZV6L3
Website: pioneercx.com