

Business Technology Solutions Provider Focuses on Measurable Results

NorthStar Solutions Group, LLC

After purchasing a world-class call routing system, a Fortune 500 enterprise found implementation challenging. The company had a lot on the line: a major capital investment and a commitment to improving first-call resolution rates as one of the largest customer service organizations in existence. To end months of delay, the company turned to management consultants NorthStar Solutions Group, LLC.

Helping some of the largest enterprises replace aging legacy systems with robust, integrated technology platforms is one of NorthStar's specialties. The Greater Philadelphia-based firm has a 10-year record of success delivering Program/Project Management, Customer Experience (Contact Center, E-commerce, Mobile, Marketing Ops), Business Intelligence and Cyber Security solutions to its clients in both commercial and federal markets.

An Inc. 5000 fastest growing private company for three consecutive years, NorthStar occupies a unique space in the



A NorthStar Solutions Group team meeting

business consulting universe. "We operate at the intersection of business technology and business processes," explains Chris Collins, president and founder. "We don't simply leave behind a few pages of pretty graphics and 'blue sky' advice. We help clients execute their strategies based on a clear understanding of their real-world goals and our expertise in leading effective organizational transformation. Our deliverables are tangible results, not ideas."

Precise, Military Strike

Collins built NorthStar following the successful model he learned as an officer in the United States Army. "We place our clients' mission first, and we define an explicit end result. Then we do everything in our power to ensure they reach their goals. We never quit and never accept defeat."

A "never say die" attitude has contributed to the company's double- to triple-digit annual growth throughout its history. "Our growth is due to an ability to add services and bring in top talent with advanced skills to handle specific challenges," explains Collins. "In addition to impressive resumes and deep domain knowledge, many members of our team also have a military



Chris Collins, President and Founder

background, and all enjoy working in an environment that emphasizes teamwork and commitment to excellence."

Collins maintains a lean organization to deliver highly specialized services at the greatest value. Because NorthStar is a virtual company, it has low overhead costs and is agile enough to offer customized solutions based on clients' needs. NorthStar consultants can provide tailored advice or complete turnkey solutions, including defining the requirements; analyzing, designing and selecting the solution; organizing and managing the implementation; building the ongoing organizational support model (processes, supportive policies, training, etc.); and even managing the solution on a long-term basis.

"We've never found a project too big for us to tackle, a problem we can't solve or a mission that's too tough," adds Collins. "We'll break it down and figure it out."

NorthStar Solutions Group, LLC is a Service-Disabled Veteran-Owned Small Business

Inc. 5000 — Fastest Growing Private Companies in the U.S. (2011-2013)

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