

Loreto Consulting is a Minority owned, HUBZone and VA SWaM certified business dedicated to providing sound, superb and timely solutions and advice on strategic issues and challenges. Loreto Consulting provides its customers with highly skilled and experienced professionals dedicated to the very best support available on all different types of projects.

Headquartered in Leesburg, VA, Loreto Consulting offers contact center, IT solutions, service desk, customer experience and staff augmentation services for Government and Corporate clients.



IT Services

- Program/Project Management Support
- Software Development (SDLC) and O&M
- QA Testing
- Business Analysis and Requirements Support
- IT Service Management
- End User Support



Staff Augmentation

- Talented pool of candidates within our database
- Utilization of industry leading recruitment sites
- Tailored interview and assessment process, aligning with company goals
- In addition to teaming partnerships, we offer Temp to hire and direct hire
- Full spectrum IT and call center staffing services



Contact Center Solutions

- 24/7 live support
- Omni channel support
- AI implementation
- Knowledge base creation
- CRM implementation
- Data analysis and KPI tracking
- Customer satisfaction (CSTAT) surveys



Customer Experience (CX)

- Customer Experience review
- Customer road mapping
- Operational review
- CX improvement
- Solution implementation
- Development of a customer satisfaction program

Pertinent Codes

541511	Customer Computer Programming Services
541512	Computer Systems Design Services
541513	Computer Facilities Management Services
541519	Other Computer Related Services
541611	Administrative Management & General Management Consulting Services
541618	Other Management Consulting Services
541990	All Other Professional, Scientific & Technical Services
561110	Office Administrative Services
561320	Temporary Staffing Services
561421	Telephone Answering Services
561422	Telemarketing Bureaus & Other Contact Centers

Certifications

HUBZone Certified
VA SWaM Certified #806642

DUNS

079780076

Cage Code

7CGK4

We Build Lasting Relationships Between Candidates and Businesses.

Loretoconsulting.com

For More Information:

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