

Company Summary

Phoenix Business Development Group is a woman and minority owned consulting firm with almost 30 years experience in the business arena. Our core area of expertise is business process management, specifically business process optimization and business process automation. Our services also include business analysis, a comprehensive training portfolio, project management and overall business management consulting.

Mission

Transforming productivity, engagement and performance by creating a symbiotic connection between the business, the data and the people.

Vision

To engineer efficient, streamlined and performance-driven organizations and businesses.

Capability Statement

Organizations Engineered and Designed **Without Compromise**

Phoenix Business Development Group

2609 Curtis Avenue, Suite C
Redondo Beach, CA 90278
888.821.0611 - T 888.821.0588 - F
www.phoenixbdg.com/brochure



NAICS Codes

541611 Business Management Consulting Services
541613 Marketing Consulting Services
541614 Process Consulting Services
541618 Other Management Consulting Services
541511 Software Programming Services
541512 Computer Systems Design Services
611430 Professional Development & Management Training

Technical Capabilities

Credit Card Acceptance
Online Payments
ACH Payments/Receiving
Direct Deposit
Automated Invoicing
Large File Transfers
Video Conferencing & Training
Audio Conferencing
Online Document Management

Certifications

Supplier Clearing House
State of California

DUNS: 602799194

Services

Brand Management

Logo Design, Brochures
Website Development
Packaging, Marketing

Business Analytics & Intelligence

Reporting, Dashboards,
KPIs, Balanced ScoreCard

Business Process Improvement

Workflow Design
Mapping, SLAs

Customer Service & Call Center Solutions

Training, Consulting
Virtual Model

Organizational Assessments

Effectiveness
Sustainability

Survey Evaluation & Design

Client Satisfaction, Employee
Satisfaction, Training Gap Analysis

Training & Curriculum Development

Diversity & Inclusion, Customer Service,
Leadership Development, Business &
Entrepreneurship



Shifting Business from **Reactive** to **Interactive**

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Key Clients

Phoenix Business Development Group collaborates with clients to help them become high performing organizations. We develop solutions and strategies that support our clients in managing increasingly complex business within an ever changing global economy. We help with proven approaches and best practices that build better, more profitable, sustainable companies.

Southern California Edison (SCE)

California Resources and Training (CARAT)

Los Angeles Urban League

Weingart Center Association

Jobing.com

City of Long Beach

Phoenix Business Development Group's foresight and support of our state wide Technology Training Program has greatly contributed to its success and provided business owners with the knowledge they need to grow their business.

*Selma Taylor, Executive Director
California Resources And Training (CARAT)*

SCE is very pleased with Phoenix Business Development's Service over the past 4 years. Their team's professionalism, rich experience in human relationships, knowledge in the value of workforce diversity, creative thinking, and resourcefulness has allowed SCE to achieve the desired outcome within our employee demographic.

*Grace Whitcomb, Diversity Manager
Southern California Edison*