



KO Business Solutions  
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561311, 561421, 541611, 541612, 518210

**Cage Code:** 08F03  
**DUNS:** 081073882

# CAPABILITY STATEMENT

## PAST PERFORMANCE

### **ECSI & TouchNet**

Higher Education Loan Servicing & Customer Support

- Handled 495,000+ calls since April 2015 with an average speed to answer of 44 seconds
- Maintained 0.02% borrower complaint ratio, demonstrating high service quality
- 300,000 Annual Outbound Calls

### **Illinois Tech**

Graduate Admissions Recruitment

- Managed 15,000 inquiries
- Drove a 16% application conversion rate
- Generated \$6M in additional tuition revenue through engagement efforts

### **Re-Enrollment**

Connecting stop-out students with their institutions

- Managed 50,000 stop-out student records
- Achieved a 15% re-connection rate
- Converted 6% of reconnected students into active enrollments

## Company Overview

KO Business Solutions is a results-driven, government-ready outsourced agency specializing in call center services, workforce staffing, and operational support. We collaborate with federal, state, and local agencies to optimize workflows, enhance efficiency, and deliver cost-effective solutions. Our expertise spans across customer service, recruitment, enrollment services, administrative support, and compliance-driven workforce solutions.

## Capabilities

### **Omni-Channel Contact Center and Operational Support**

- Customized communication strategies
- Seasonal and project-based inbound/outbound communications, including:
  - Voice
  - Chat
  - SMS
  - Email
  - Call blasts
- Survey models
- Ticket inquiry and tracking
- Transcript verification and validation

### **Areas of Operation**

#### **Enrollment Management**

- Admissions funnel
- Re-enrollment - Targeted stop-out campaigns

#### **Registrar**

- Inbound support
- Outbound messaging

#### **Financial Aid**

- Tier1 peak season call support
- Missing document outreach

#### **Bursar / Student Accounts**

- Tuition reminder communications
- Seasonal inbound billing/payment support
- Delinquency and retention campaigns

## Differentiators

- ▶ **Government-Ready & Compliant** - Our team ensures full adherence to federal, state, and local compliance standards, including EEOC, FLSA, and ADA.
- ▶ **Scalable & Flexible Solutions** - We offer customized service models to adapt to seasonal, high-demand, or emergency support needs.
- ▶ **Technology-Driven Efficiency** - We leverage advanced CRM, AI-powered analytics, and automation tools to improve productivity and service delivery.
- ▶ **Industry Expertise** - Extensive experience in higher education, public administration, workforce development, and social services.

## CONTACT

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