



• MBE • SBE • TEXAS HUB CERTIFIED

# Operators *First.* Consultants *Second.*

Texas-based technology and operations partner with 20+ years of agency-side expertise in tolling, contact center transformation, and AI-powered customer engagement. Founded by former North Texas Tollway Authority executives.

**99.97%**

IMAGE REVIEW ACCURACY

**56M+**

TRANSACTIONS MANAGED

**\$1M+**

MONTHLY SELF-SERVICE

**20+**

YEARS EXPERIENCE

## COMPANY OVERVIEW

### What We *Do*

Elite Tech Consulting is an MBE/SBE/Texas HUB-certified firm delivering end-to-end operational and technology solutions for tolling agencies. Our leadership team comes directly from the agency side — we have managed image review queues, run contact centers, and led back-office transformations from the inside.

#### ▶ TOLLING, MIR & ITS

Full ecosystem, lane-side to back-office. Elite Image Review platform.

#### ▶ CONTACT CENTER

Genesys, Five9, NICE CXone, Cisco UCCX, Webex CC. CCaaS & on-prem.

#### ▶ AI & AUTOMATION

IVA, chatbot, Gen AI / LLM, NLP/NLU, sentiment, agent assist.

#### ▶ WORKFORCE ENGAGEMENT

QM, speech analytics, WFM. Genesys WEM, Calabrio, NICE, Verint.

#### ▶ PMO & IMPLEMENTATION

Discovery to go-live. Phased migration. Change management.

#### ▶ MANAGED SERVICES

24/7 ops. HIPAA, PCI-DSS, SOC 2, FIPS 140-2/3 compliance.

## CORPORATE DATA

### Procurement *Ready*

Tax ID	86-3997633
DUNS	118836020
SAM Entity	USUNKGC48X69
TX Registration	32079427772
CAGE Code	Pending

## NAICS CODES

### Classifications

- 561422** Contact Centers (Primary)
- 541512** Computer Systems Design
- 541511** Custom Programming
- 541611** Mgmt Consulting
- 561499** Business Support
- 518210** Data Processing

## CERTIFICATIONS

### Verified

**MBE**  
IMMB94005N1025 · NCTRCA

**SBE**  
IMSB89990N1025 · NCTRCA

**Texas HUB**  
1863997633300 · State of TX

## WHY ELITE TECH

### Operator-Led *Differentiators*

- **Agency-side experience.** Founded by former NTTA executives. We have sat in your seat.
- **Proprietary technology.** Elite Image Review & RoadIQ platform — built from real agency operations.
- **Full lifecycle.** Transaction processing through customer experience and collections.
- **Platform-agnostic.** Certified across Genesys, Five9, Cisco, NICE — best fit per client.



## CLIENT ENGAGEMENTS

# Proven *Results at Scale*

Real engagements. Verified outcomes. Every number earned inside an actual agency — not estimated, not projected.

### NORTH TEXAS TOLLWAY AUTHORITY · 36 MONTHS **Pioneering Back-Office Transformation at NTTA**

Our executives personally led back-office implementation at NTTA as Chief Operating Officer — introducing operational strategies, system integrations, and workflows never previously attempted at that scale. Full-scale implementations that transformed transaction processing, violation management, and revenue recovery.

**36** MONTHS AS COO    **100%** SYSTEMS TRANSFORMED

### MAJOR TOLL AUTHORITY · TEXAS **AI-Powered Image Review at Scale**

Program-managed the full MIR operation for a major toll authority — 56M+ annual transactions. Designed and managed the QC framework, SLA structure, reviewer workflows, and continuous improvement processes. Surpassed a 15-year incumbent benchmark within 6 months. Every operational insight engineered into our proprietary Elite Image Review platform.

**56M+** TRANSACTIONS / YR    **99.97%** ACCURACY IN 6 MO

### CONTACT CENTER MODERNIZATION · TEXAS **800-Agent Call Center Transformation**

End-to-end contact center technology across voice, chat, and digital channels. IVR/IVA design and build, ACD routing optimization, omnichannel deployment, and workforce management delivered as a single integrated program. \$1M+ in monthly self-service revenue collected in Year 1 — never previously achieved at this agency. IVR containment reached 40%.

**800+** AGENTS    **\$1M+** MONTHLY / YR 1

### AI INTEGRATION · ACTIVE ENGAGEMENT **Omnichannel Chatbot Deployment (In Progress)**

Currently designing and implementing chatbot capabilities across customer portals, mobile applications, websites, and messaging platforms. Leveraging Genesys Bot Connector using a Bring Your Own Bot (BYOB) approach — integrating third-party AI alongside native Genesys for a unified customer experience.

**4+** CHANNELS    **BYOB** GENESYS BOT

## LEADERSHIP

### Operators *First*

**SS** **Sabu Stephen**  
CEO / FOUNDER

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## OFFICES

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