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OPUS GROUP WINS CONTRACT TO PROVIDE ENTERPRISE CRM SUPPORT TO MONTGOMERY COUNTY, MD

McLean, Va.—(July 16, 2013)—Opus Group, LLC (Opus Group) announced today that it has won a contract to continue supporting Montgomery County’s enterprise CRM solution that supports the MC311 Constituent Contact Center.

This contract award will allow Opus Group to apply its deep CRM technical expertise to provide ongoing operations, maintenance, and enhancements to the award-winning MC311 solution originally designed and implemented by the company. Opus Group personnel will work side-by-side with County staff to maintain and optimize call center functionality, driving new standards for government responsiveness, transparency, and efficiency.

The MC311 solution, originally deployed by Opus Group in 2011, received extensive industry recognition, including the first Gartner award ever issued to a public-sector organization. MC311 continues to earn Montgomery County recognition for citizen engagement and performance measurement: most recently the county received a 2013 Achievement Award from the National Association of Counties (NACo), the designation of “Citizen-Engaged Community” for 2013-2015 from the Public Technology Institute (PTI), and a Certificate of Excellence from the ICMA Center for Performance Measurement™.

Opus Group, LLC is a Small Business Administration (SBA) certified 8(a) firm that provides strategy, technology, and governance consulting services in the areas of customer relationship management (CRM), Business Intelligence (BI), Data Warehouse (DW), and Service Oriented Architecture (SOA) to public sector, commercial, and non-profit clients. For more information, please visit www.opusgroupllc.com or email info@opusgroupllc.com.

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