



State Services Scaled for **24/7** Public Access

Public-sector support
that scales with demand.



**Public Sector /
Government Services**

Always On. Always Reliable.

Flexible coverage and consistent quality across seasonal surges.

CHALLENGE

A state department sought to increase accessibility for citizens by providing year-round, 24/7 support for licenses, park operations, and other time-sensitive services. Seasonal spikes—sometimes up to 300%—made it difficult to maintain consistent service quality without adding permanent staff. The client needed a flexible, reliable solution that could scale quickly while meeting strict state requirements for accuracy, responsiveness, and transparency.

SOLUTION

Five Star Solutions built a fully scalable, competitively priced staffing model designed to keep public services running smoothly—no matter the season.

- Delivered **24/7 coverage** with dedicated year-round trained agent pool.
- Implemented **ongoing training** to maintain program knowledge.
- Integrated **reporting and analytics** for full operational transparency.
- Applied **technology enhancements** to streamline ticketing and improve accuracy.
- Scaled staffing capacity up to **300%** during seasonal surges without compromising quality.

This approach allowed the state to expand accessibility, maintain consistent service levels, and serve constituents faster without increasing internal headcount.

RESULTS

The partnership gave the state confidence in its ability to meet public demand anytime, anywhere. Citizens can now reach support 24/7, reducing wait times and improving satisfaction across all programs. Five Star's flexible model and ongoing training ensure accuracy, responsiveness, and reliability, even during high-volume periods. The result: a seamless experience for constituents and a scalable operational framework that grows with the program's needs.

PROOF IN PERFORMANCE

24/7 Constituent Access

Continuous service and support

Round-the-clock availability improved accessibility statewide.

300% Surge Capacity

Flexible staffing during peak seasons

Easily scaled without sacrificing quality or compliance.

Real-Time Transparency

Reporting and analytics for visibility

Data-driven decisions optimized operations and resource allocation.

Consistent Quality

High satisfaction and service accuracy

Performance maintained even under heavy demand.

“Five Star Call Centers have stepped up to meet and exceed our expectations on all fronts. They are professional, responsive, and deliver on their commitments. We have renewed our partnership year after year due to their measurable customer satisfaction, superior operational performance, and fair, competitive pricing.”

DELIVER CONSISTENT SERVICE — NO MATTER THE SEASON.

Learn more: getivestars.com

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ABOUT FIVE STAR SOLUTIONS