



VIRTUAL STAFFING SOLUTIONS

In this economy businesses are tight on staffing and can't afford to hire people for every project and need. Mapes LLC can fill that gap. We have full time and part time experts that come with the skills you require... As you need them.

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simply
solutions



consulting
managed services
automation
training
remote business assistance
security governance

"At Mapes LLC:

We know what makes us different than the rest.

We are not the largest consulting group. We are the experts that go the farthest for our clients and know their business the best. We change our hats at what we do for our clients like some people change clothes. We are philosophical about our "ease of use" and "thinking outside of the box" that results in strong results for our clients. Our day doesn't end at 5 pm, just like many of those we serve.' - Jeremy Mapes, President

- Learn to work on FACS™ and Artiva™ effectively
- Better understand and act off of your results
- Vendor management and cost reduction
- Strategic dialing campaigns
- BTTC (best time to call) strategies
- Effective scoring
- Project implementation and management
- ISO 27001 security governance certification
- ISO 25999 business continuity planning certification



**INSURED
AND
SECURE**



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Business solutions that work. Period.

HOLISTIC SOLUTIONS FROM INDUSTRY EXPERTS

SUPPORT SOLUTIONS

- FACS™ AND ARTIVA™ GURUS
- I.T. AND I.S. EXPERTS
- OPERATIONAL EXCELLENCE
- AUTOMATION
- SECURITY GOVERNANCE
- DIALER OPTIMIZATION

"Mapes LLC came through for my group... When we called them at 5pm on a Friday in an emergency. The Mapes LLC team had us fixed in less than an hour. They're great about coming through for us in a pinch and they bring a wealth of knowledge to the table." - Bea Cheesman, President of RMC of America

"We successfully passed ISO/IEC 27001:2005 and received certification with the help of Mapes LLC. They showed us what we needed to do and walked us all the way through from beginning to end." - Jerry Higgins, VP of Technology for Receivables Performance Management, LLC

flexible solutions for your business needs

BUSINESS CONSULTING

There are many consultants out there. Why are we any different? We went a different direction than the rest. We don't just understand your applications, we understand your business. More specifically, we've lived it. Mapes LLC professionals come from the receivables industry. They were the superstars that helped make those businesses great. Let us help you do the same with yours. We can show you how to optimize your workflow, institute change control, recognize opportunities to automate processes, and focus your reporting. Do more with less.

TECHNICAL GURUS

We're known for our abilities to work magic in FACS™ and Artiva™. That's no secret. What may be less known is that we help clients with their networks, their growth models, the management of their environments, vendor relationships, automation that can't be solved by the application, data mining, project planning, and stability. We have ISO 27001 lead auditor status for security governance and ISO 25999 business continuity management expertise.



CUSTOM SOLUTIONS

Every client has their own special needs. We can provide strategic results that are specific to your requirements. Regardless of your business model we can find the solution that fits you.



REMOTE ADMINISTRATION

Ever worry about losing a key staff member or what to do when they're overloaded? Mapes LLC can become that external redundancy that can put experts to work when your staff can't. We can jump in remotely or in person, as needed.



BENCHMARKING YOUR BUSINESS

We know where you should be for your type of business and size. We can show you how to grow your business to profitability and make the achievements recognizable to your customers.



We've worked with receivables businesses from fifteen to two thousand agents.

- As featured in Collections and Credit Risk magazine, May 2008