



Aviation-based call center

Leave the technical discussion, descriptions, and requests for quote to our highly trained professionals.

Acting on leads from market makers, customers' eCommerce sites, ILS, Aeroxchange, and other sources, our team manages and prioritizes leads, and provides rapid responses to inquiries, including price quotes.

Best of all... we never close. Our call center professionals serve around the clock, meaning your sales office is open whenever and wherever your customers need critical parts.

Smart-lead generation

Leveraging our knowledge of your business and customers, we conduct market research, automate online search seeding, and generate leads relevant to your inventory offering.

Converting leads into sales

Marketplace leads are met with rapid response by our knowledge-based quoting system, pushed to ThoughtFocus' call center personnel from an eCommerce platform (yours or ours). Our automated sales process even converts fax inquiries to digital queries to quickly capture hot leads and turn them into sales.

Total visibility

Daily reporting gives you a view to how many requests for quote have been received, for whom and for how much. You see how quickly requests were quoted and the status of each quote and order.

The ThoughtFocus commitment

ThoughtFocus offers a broad range of integrated sales and support services that helps resources-constrained clients meet the challenge of growing their revenue. Our client-focused solutions, backed by a thorough understanding of the aerospace and defense marketplace, afford you incomparable value across the serviceable parts spectrum.

From rotatable parts harvesting at teardown to expendables and consumables, from inspection and certification/documentation to inventory management and surplus parts marketing and sales, ThoughtFocus stands ready to advise, lead or support your aircraft parts sales effort in whatever way necessary.

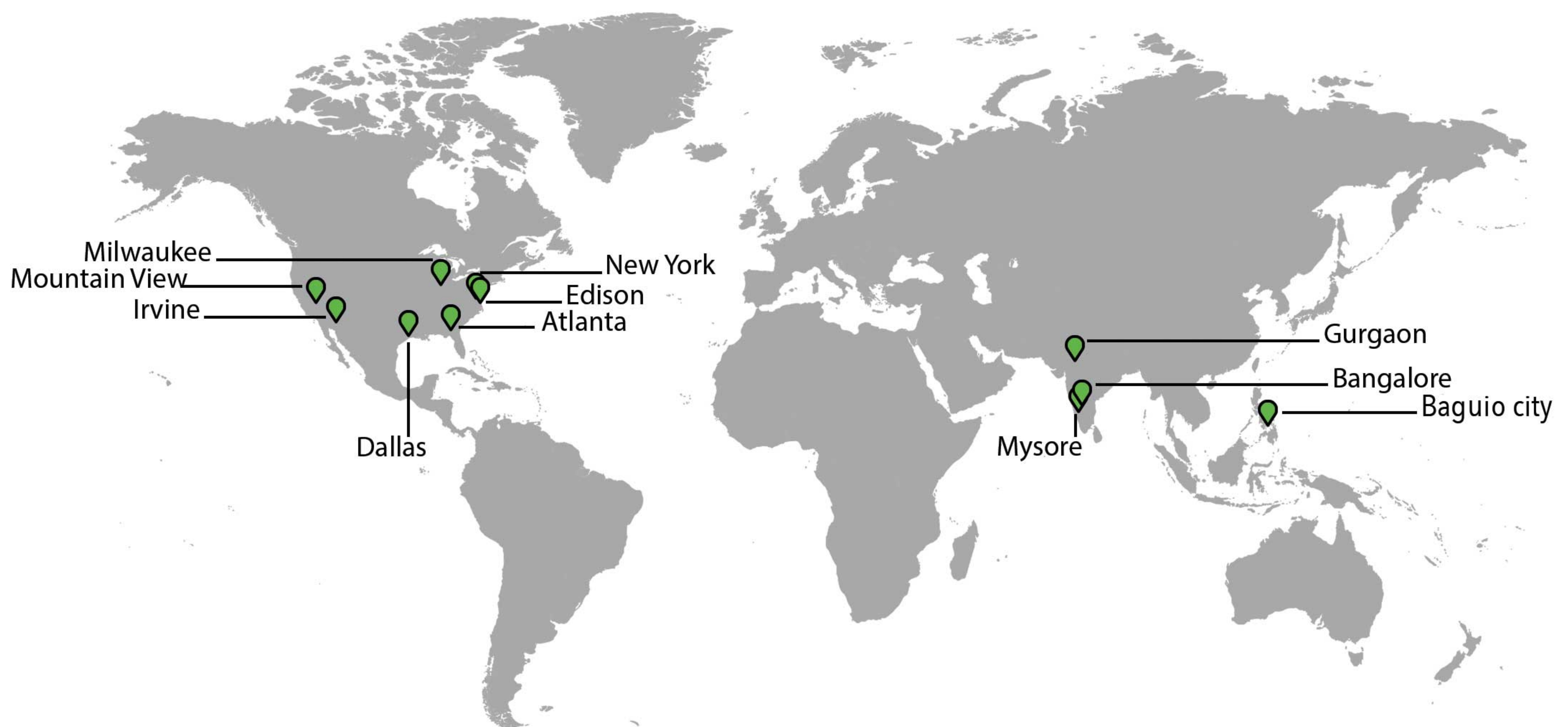
When time to market is critical, budgets are tight, resources are already committed or costs are spiraling out of control, let ThoughtFocus help you maximize your business opportunities



Product delivery

- We offer a global footprint with domestic and offshore capabilities and facilities for industrial engineering, software development, and hardware design and manufacturing. You can leverage our capabilities to extend your product and service lines, optimize costs, tap additional expert resources, and adapt to a fluid global industry
- We offer you the flexibility to scale operations to meet mission-critical requirements, while enhancing and sustaining existing product lines

About us



Privately held ThoughtFocus is a consulting, software, product engineering, and K/BPO outsourcing firm. Our global team of over 1,300 associates consistently helps you achieve your most critical business objectives. With local offices, supported by state-of-the-art development and outsourcing centers in India and the Philippines, the company is well positioned to respond quickly to your requirements, balance delivery risk and cost for you, enable you to accelerate programs and realize a greater return on your investment.

ThoughtFocus is a Blackstone Portfolio company.