



apc | powering the
human experience

Company Overview

Ath Power Consulting (apc) provides research, training, and strategy solutions to both the public and private sectors. Since 1997, we've helped over 1,000 organizations measure and improve customer experience and service delivery, boost employee engagement and productivity, optimize talent, and ensure compliance with regulations. We've designed and delivered some of the largest, most complex research and training initiatives in North America, supporting many of the most recognized agencies and organizations. We know that people – from customers and employees to citizens and stakeholders – are what ultimately determine the success of any organization. Utilizing our proven solutions and extensive expertise, we power the human experience and get results.

Proven Solutions



Mystery Shop Research

In-Person, Phone, Online,
Mobile App, Crowdsourced



Competitive Intelligence

Analyze Competitors and
the Marketplace



Quantitative Surveys

Online, Phone, Mail, Mobile
App, Intercept



Kaizen

Action Planning,
360° Feedback Loop



Qualitative Research

Interviews, Diaries,
Observations



Talent Optimization

Predictive Index, Behavioral
Assessments, 360°
Assessments, Workshops



Social Media Monitoring

Scraping, Listening, Monitoring,
Closed-Loop Follow-Up



Employee Training

Leadership, Management,
Soft Skills, CX, Relationship
Development, Stress
Management, more



Focus Groups

Online, In-Person, Interviews



Compliance Testing

Measure Compliance with
Brand Standards,
Government Regulations



Executive Coaching

Leadership Coaching,
Organizational Coaching

Company Founded

1997

Business Type

S-Corp

Classification

Small Business

CAGE Code

824F7

DUNS

009398421

Unique Entity ID

009398421

NAICS Codes

541910, 541611,
541810, 611430

GSA Schedule

MAS

GSA Contract

47QRAA18D008G

GSA

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Past Performance

apc has served many of the most recognized organizations in North America.



Bank of America



CHASE



Differentiators

- Full-service CX firm
- Flawless data collection
- Fully customized solutions
- Actionable insights
- 600k+ field representatives in the U.S.
- PhD researchers, senior analysts, SMEs
- Expert trainers and coaches
- End-to-end senior-level engagement
- Secure, online research and reporting platform
- Designed and delivered some of the largest, most complex research initiatives in North America



Award Winning Experience

apc has been named an "MSPA Elite Company" five times. The MSPA (Mystery Shopping Professionals Association) is the largest professional trade association dedicated to improving service quality using anonymous resources. Recipients of the MSPA Elite Award are recognized as industry leaders in CX measurement and management.



Strategic Partners



Professional Affiliations

