



Mark A.K Dee, CEO, USAF (Retired)
 100 Old County Road, STE H
 Brisbane CA, 94005
 Telephone Number: (800) 511-9981
 Email: Sales@MagellanGSA.com

Capability Statement

Call Center

Core Competencies



Magellan Solutions USA (MSUSA) is a consultancy and outsourcing solutions service provider. MSUSA provides a wide variety of scientific applications in Human Resources, Back Office/Call Center Support, and BPO Connection Services.

- Systems Administration
- IT System Maintenance Support
- Financial Billing Support
- Appointing Mgmt.
- Translation Services
- E-Commerce Support
- Data Entry/Processing
- Data Encoding/Voice Transcription
- Lead Generation
- Order/Reservation Services

Clients	Differentiators
<ul style="list-style-type: none"> - U.S Dept. of Veteran Affairs - AT&T / Availity / LEAD 5 - Nuance Communications - US Med Supply - Blueant Wireless, Inc. - Comcast 	<ul style="list-style-type: none"> - Full On-Shore /Off-Shore Contact Center - 15 Yrs. Call Center Operational Mgmt. - Multilingual Capabilities - HIPAA/PCI Compliant - LEAN Six Sigma Certified - 1500 Employee Capacity - ISO9001 Certified - EO/EEO/Mediation Certified - ISO27001 Certified

Company Data

MSUSA is a Full Contact Center Services, Business Process Outsourcing, and Human Resources Provider. We provide quality Customer Service, Best Practice Process Management, Various Cost Saving Propositions, Process Transparency and Integration, Cutting-Edge Communication and Data Management and Continuous Process Improvements.

Verticals	Specific Pertinent Codes	Registered Vendor For										
<ul style="list-style-type: none"> - Inbound/Outbound Call Center - E-Commerce - Healthcare Administration - Energy Demand Reduction - Information Technology - Human Resource Mgmt. - Software Development - Social Media - Engineering Services - Insurance - Logistics Mgmt. - Quality Assurance/Control - Marketing - Outsourcing 	<p>Svc. Disabled Vet. Owned Small Disadvantaged BUS. CA SB/DVBE: 1759263 Tax ID Number: 46-1608651 DUNS Number: 078585885 Cage Code: 6ZVT5 NAICS & UNSPSC</p> <table border="0"> <tr> <td>541690</td> <td>432215</td> </tr> <tr> <td>561421</td> <td>811617</td> </tr> <tr> <td>561422</td> <td>721516</td> </tr> <tr> <td>541612</td> <td>811122</td> </tr> <tr> <td>561330</td> <td>811123</td> </tr> </table> <p>CA Corporate Number: 3534694</p>	541690	432215	561421	811617	561422	721516	541612	811122	561330	811123	<p>Sys For Award Mgmt. (SAM) CA/FL Dept. General Services U.S Dept. of Veterans Affairs</p>  
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