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### Capabilities Overview

Magellan Solutions USA (MSUSA) is a certified, Service-Disabled Veteran Owned Small Business and Minority Small Business specializing in end-to-end contact center and business process outsourcing solutions, supporting clients from sites in Texas, Florida, California and the Philippines. Experience and expertise includes, but is not limited to:

- 24/7 Inbound & Outbound Call Center Management
- Claims Management
- Financial Billing Office Support
- Data Entry/Processing
- Email Support
- Webchat
- Case Management
- Live After-Hours Answering Services
- 1<sup>st</sup> Party Collections / Customer Retention
- Debt Collection
- Desktop Support
- Tier 1 and Tier 2 Technical Support
- Document Management and Review
- Advanced Reporting

#### Clients

#### Competitive Differentiators



- Management team has extensive experience in government contracting and multiple commercial industries
- Multi-lingual capabilities
- Global, scalable, and redundant best in class technology
  - Digital omnichannel customer communications platform options such as email, SMS, chat
  - Innovative case management workflows
  - Real time reporting customized by client
  - State-of-the-art Voice and Sentiment Analytics
  - Multiple certificates of compliance specific to data security standards, regulations, and laws
- Proven CPARS performance track record
- Financial stability, controlled growth strategy

#### Certified Diverse Supplier

#### Specific Pertinent Codes

#### Externally Audited Certifications



**Tax ID Number:** On Request  
**DUNS Number:** 078585885  
**Cage Code:** 6ZVT5  
**CA Corporate Number:** 3534694  
**SBA SDVOSB Number:**  
 VSBC-52457727873  
**NAICS:**  
 561421 561442 561440 541612  
 561320 541613 541511

SSAE18 SOC 1 and 2 Type II Certified  
 GLBA  
 ISO 9001-2008  
 ISO 27001-2005  
 ISO 27002  
 TECHLOCK PCI DSS Certified  
 HIPAA Compliant  
 EO/EEO Mediation  
 LEAN Six-Sigma

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