



CORPORATE CAPABILITY STATEMENT

VIATEQ Corporation is an SBA Certified 8(a) company that provides business solutions for federal and state government agencies. Our past performance and business model particularly our Call Center experience, provides a framework and flexibility for employees, customers and business partners to work together to meet our client's business needs and priorities. VIATEQ's vendor services allows government agencies and commercial businesses to respond to competitive pressures, achieve new performance levels, and meet their goals.

VIATEQ:

- Cage Code: 4EPV7
- DUNS: 167381032

NAICS Codes:

- Primary: 541611
- Secondary: 518210, 541219, 541519, 541618, 561410, 561499, 541199, 541330, 541511, 541512, 541513, 541690, 541990, 561110, 561210, 561421, 561422, 611420, and 811212.

Contract Vehicles:

- SBA 8(a) & SDB Certified
- GSA Schedule 70
- GSA Stars II
- GSA PSS

Contact:

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CORE CAPABILITIES

Call Center Support Services/BPO

- Outstanding Customer Service
- High Rate of Customer Satisfaction
- Personalized Communications Strategy
- Professionally Operating Procedures
- Tailored Customer Management Outsourcing Solutions
- Cutting Edge, US Based, High-Volume Call Centers
- Inbound/Outbound Top Tier Call Centers
- Data Processing, Analysis and Reporting
- State of the Art Technologies and Tracking Systems
- One-stop-shop using the Best Available Technologies
- Multilingual Support
- Cost Effective Pricing
- Follow-up Calls and Emails
- Multi-Modal Service 24/7/365

Technology Services

IT Infrastructure Services

Business Operations Support

Cybersecurity Services

Strategy & Management Consulting

Cabling Services

Application Development & Management

Financial Support

CALL CENTERS CAPABILITIES

Connecting People...Helping People!!!!

Helping and Connecting people is our Passion... Our professional and friendly staff will guarantee your entire and full satisfaction while working with **VIATEQ CALL CENTERS**. We firmly believe in total customer satisfaction that is why we Put People First (our famous PPF philosophy).

At VIATEQ, as a trustable partner, we are Committed to Provide High-Quality Outstanding Customer Service. We have the best human resources available since we base our expertise in the best practices to recruit, hire and train our personnel which is complemented with our best available and state of the art technologies. We have the Best Customer Interaction Life Cycle (Greeting; Understanding; Agreeing; Solving; Closing).

CLIENTS

- Department of Commerce
- Department of Defense
 - Department of the Army
 - Department of the Navy
- Department of Homeland Security
- Department of Housing and Urban Development
- Department of Justice
- Department of Labor
- Department of Treasury
- U.S. Securities and Exchange Commission

VIATEQ... *Connecting People...Helping People!!!*

