

Contact Center Solutions

RELIABLE | CUSTOMIZED | MULTILINGUAL SUPPORT

We are your trusted partner delivering best-in-class Contact Center Solutions, providing businesses with reliable, customized, and multilingual support to deliver exceptional customer experiences. With our approachable and respectful team of experts, we ensure that your customer service operations thrive, no matter the scale or complexity.



We are a people first consultancy.

We're more than just a consultancy - we're a team of experts committed to improving the lives of our people and customers. With our veteran-owned business and diverse talent pool, we prioritize putting people first and empowering teams to help you hit your goals.



We prioritize veteran hiring.

We see the distinct value that veterans and transitioning service members bring to the marketplace. We are committed to connecting qualified veterans with great jobs. If you are looking to hire veterans tomorrow, call us today.



We get you to done.

We create crafted business solutions. From Contact Center Solutions to Staff Augmentation Services, we have what you need to create a plan and get your job done.



CERTIFICATIONS:



- DVBE – CA
- HUB – NC
- VBE – OH
- SB – PA
- SDB – PA
- VBE – PA
- CVE

VISIT OUR WEBSITE



FORTUNABMC.COM

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KEY FEATURES AND BENEFITS:



Scalable Teams

We unleash exceptional teams of experienced professionals to deliver uninterrupted, exceptional customer service amidst fluctuating demand.



Crafted Solutions

We customize contact center solutions to perfectly align with your unique requirements, processes, and systems.



Rapid Deployment

Our rapid team assembly shines, enabling prompt response to critical customer needs with dependable and savvy professionals who are always prepared to take immediate action.



People First Approach

Our team members are our greatest assets, we place their well-being at the forefront, fueling their unwavering commitment to delivering exceptional customer service on your behalf.



Comprehensive Communication Channels

Our contact center solutions encompass text, messaging, phone, and email channels to enable effortless interactions, connecting your customers with your brand.



Multilingual Support Across Four Continents

We break language barriers with multilingual support across four continents and 12 languages.

PAST PERFORMANCE:

With unwavering determination and expertise, Fortuna BMC successfully developed and implemented a 400+ person call center for the New York State vaccination line emergency response program, providing vital assistance during a critical time.

Additionally, within an impressive two-month timeframe, we orchestrated a turnkey 300+ person call center for a major State of California agency, strategically composed of remote workers to handle surge calls in response to a crisis.

Our agile approach and dedication to delivering swift, reliable solutions showcase our commitment to supporting emergency response initiatives and ensuring seamless service for our clients.

MORE SUCCESS STORIES



Corporate
Enterprise

Government
Contractor

Micro
Enterprise

LET'S CONNECT!

✉ info@fortunabmc.com

☎ 916-458-0991

PRIMARY NAICS CODES:

- **541690:** Scientific & Technical Consulting Services
- **541612:** Human Resources Consulting Services
- **561320:** Temporary Help Services
- **561330:** Professional Employer Organizations
- **561311:** Employment Placement
- **561312:** Executive Search Services
- **541519:** Computer-Related Services
- **541613:** Marketing Consulting Services
- **541512:** Computer Systems Design Services
- **541511:** Custom Computer Programming Services
- **541990:** Professional, Scientific & Technical Services

DUNS NUMBERS:

- **CAGE:** 761D5
- **NY SDVOB:** 181748
- **SB/DVBE:** 1785679
- **CMAS [IT]:** 3-15-70-3174A
- **ITMSA [TIER 2]:** 5137002-098
- **UNIQUE ENTITY ID:** NQLLGR6JHN17