




Fortuna is a proudly veteran-owned company, dedicated to excellence in every aspect of our operations. We are honored to hold certifications from NaVOBA as a **Service-Disabled Veteran's Business Enterprise (SDVBE)** and from Disability:IN as a **Disability-Owned Business Enterprise (DOBE)**. Our commitment to supporting veterans and delivering outstanding services sets us apart.

We are your turnkey, managed service provider for contact centers. We handle all aspects of customer service so you can focus on your core business. Just tell us the problem you need to solve, the number of agents required, and we will build, manage, and deliver tailored solutions to meet your specific needs.

## CORE CAPABILITIES:

-  **Comprehensive Communication Channels**  
Fortuna's contact center solutions encompass omnichannels, ensuring seamless customer interactions.
-  **Diverse Expert Teams**  
Our multilingual support and diverse expert teams bring a wide range of skills to your business.
-  **Streamlined Operations**  
We eliminate redundancies and implement efficient workflows, helping your business run smoothly.

## PAST PERFORMANCE:



Department of Health

### Rapid Response COVID-19 Call Center Support

During the COVID-19 pandemic, the New York Department of Health saw a surge in calls about symptoms, testing, and vaccine appointments. Fortuna was brought in to manage the increased volume, deploying contact center agents trained in COVID-19 inquiries and scheduling. Using advanced call center technologies, Fortuna efficiently handled the surge, offering timely public health support.



### Contact Center Solutions for Vaccine Appointment Surge

The Texas Department of Health contracted Fortuna to manage COVID-19 vaccine appointment scheduling during the state's rollout. To handle the surge in demand and calls, Fortuna quickly deployed 300+ trained contact center agents. Using advanced call center technologies, Fortuna efficiently managed inquiries and scheduling, contributing to the success of Texas's public health effort.



### Turnkey Contact Center

Fortuna built a remote, 300+ person call center in two months for a California state agency to manage crisis-related surge calls. The operation scaled quickly, providing immediate support and handling high call volumes, showcasing Fortuna's expertise in rapidly deploying contact centers for urgent needs.

## THE FORTUNA DIFFERENCE

What sets Fortuna apart is our ability to rapidly deploy customized, expert teams tailored to your needs, combined with our deep, diverse expertise and client-centric approach that simplifies complex challenges.

## WHY CHOOSE US:

We serve a diverse range of markets, from corporate enterprises to government contractors and businesses of any size. No matter what the business, Fortuna is here to help you **grow thru simplicity**.



### Small & Large Business

Fortuna is dedicated to supporting small and large businesses by providing skilled professionals to fill gaps and address any business challenge.



### Corporate Enterprise

Fortuna is focused on empowering corporate enterprises by delivering on-demand scaling and sourcing diverse talent to meet their unique goals.



### Government Agency

Fortuna is committed to partnering with government agencies, helping contractors achieve their project goals by filling critical gaps.

## CERTIFICATIONS:



- DVBE – CA
- HUB – NC
- VBE – OH

## NAICS CODES:

- 541611
- 541690
- 541612
- 561320
- 561330
- 561311
- 561312
- 541519
- 541613
- 541512
- 541511
- 541990

## DUNS NUMBERS:

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