




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.

Fortuna is a globally recognized veteran-owned professional services firm that specializes in delivering exceptional solutions to organizations across various industries. With our extensive experience and dedication to excellence, we offer a comprehensive range of services designed to meet our clients' unique needs. Our strength lies in assembling teams of experienced professionals with a special passion for providing great job opportunities to transitioning military veterans.

**CORE CAPABILITIES:**

-  **Contact Center Solutions**  
We are your turnkey managed service provider for contact centers, handling all aspects of customer service so you can focus on your core business.
-  **Staffing Partner**  
We deliver customized teams. From individual experts to small boutique tiger teams to large-scale teams of up to 300 people in just 72 hours.
-  **IT Services**  
Our tailored IT services focus on delivering results through an outcomes-based approach that analyzes process impacts.

**PAST PERFORMANCE:**



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.



Fortuna supported California's Medi-Cal program by managing high-volume calls related to claims processing. Specialized team trained in Medi-Cal procedures, backed by advanced call center technologies, ensured timely support and accurate claim processing, demonstrating our capability in large-scale staffing operations.




Fortuna provided network engineering services and system integration solutions to support the implementation of the RSA Archer GRC platform. This included configuring complex network systems and ensuring secure integration across various tools and platforms, enhancing operational efficiency for the department.

**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