

A Leading Contact Center Integrator Serving the Federal Government

CAPABILITY STATEMENT

Connect Centric specializes in providing contact center support services to our federal agency customers, ensuring they can accomplish their mission, whether in service to agency employees, private industry, or members of the public.

Past Performance

Connect Centric has extensive experience across civilian and defense agencies, including:

- Health and Human Services (HHS)
- United States Marine Corps (USMC)
- Department of the Treasury (TREAS)
- Department of the Army (ARMY)

Sample Projects:

- Replace Legacy Oracle Platform
- Deploy Genesys Hybrid Cloud System
- Integration with Salesforce
- Contact Center Operations and Maintenance
- Software License Sales and Deployment

Key Contract Vehicles:

- ▶ IT Schedule 70 (GSA)
- ▶ ITES (ARMY)
- ▶ IDIQ ACD (FDA)
- ▶ JETS (DLA)
- ▶ IDIQ Org Sup (FDA)
- ▶ RITA 2.0 (USMC)

Point of Contact

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Core Competencies

Contact Center Services:

- Governance
- Customer Experience
- Technology
- Operations

We Deliver Contact Centers That Are:

- Human Centered
- Powerfully Simple
- Seamlessly Connected
- Endlessly Adaptable
- Enterprise Class
- Actively Intelligent

Differentiator

- Experience deploying and supporting contact centers during normal business conditions and in times of federally declared emergencies.
- Experience migrating from legacy on-premises contact center to cloud.
- Partnered with all leading contact center-related software platform providers.

541519 – Other Comp Related Svcs

518210 – Hosting and Related Svcs

541512 – Comp Sys Design Svcs

541611 – Admin & General Consulting

541990 – All Other Prof & Tech Svcs

561422 – Contact Centers