

# CAPABILITY STATEMENT

MAXIMIZING BUSINESS THROUGH TECHNOLOGY



## COMPANY OVERVIEW

Fortuna Business Management Consulting (Fortuna BMC) is an IT consulting and staffing company, comprised of experienced professionals and industry experts. Our team is committed to provide the most efficient and innovative information technology solutions customized to our clients' needs. We aim to deliver quality services on time and on budget.

Contact Center support and management is a growing capability for Fortuna BMC. We are backed by practicing professionals with years of experience in the telecommunications industry, possessing management skills in determining requirements, user experience, analyzing business needs, and optimizing use of available technologies. We provide versatile contact center support and management teams for any industry. Our 500+ person call center team is rapidly growing, providing support to locations across the US, including Texas, New York, Ohio, and California. We also offer remote support services through our offshore offices located in Philippines and Israel. Our services include offshore call center support, helpdesk, business process outsourcing, IT service and application support, recruitment and staff augmentation.

### CERTIFICATIONS

Certified Veteran Enterprise (CVE)  
Service Disabled Veteran-Owned Small Business (SDVOSB)  
Disabled Veteran Business Enterprise (DVBE) – California  
Historically Underutilized Business (HUB) – North Carolina  
Service Disabled Veteran-Owned Business (SDVOB) – New York

Historically Underutilized Business Zone (HUBZone)  
Small Business (SB) – Pennsylvania  
Small Diverse Business (SDB) – Pennsylvania  
Veteran Business Enterprise (VBE) – Pennsylvania  
Veteran-Friendly Business Enterprise (VBE) – Ohio

## SERVICES AND EXPERTISE



## CONTACT CENTER AND TELECOMMUNICATIONS SUPPORT

- Developed a turnkey 300+ person call center in a span of two months, for a large agency in the State of California, comprised of remote workers supporting surge calls due to crisis response.
- Implemented a redesigned point of sales, supply chain, and billing system for a recently acquired AT&T company; simultaneously, a \$15MM remotely-managed geo-diverse disaster recovery site, server storage conversion, network security upgrades and installs, and a Blade Logic environment management implementation.
- Managed third-party vendor relations for both network infrastructure and server engineering teams.
- Assigned to build a contact center support team requiring 400+ people to assist in New York state vaccination line emergency response program.
- Assigned to build a contact center support team requiring 300+ people for a large-scale project in Texas that will run for at least eight months.



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## INFORMATION SECURITY GOVERNANCE, RISK AND COMPLIANCE

- Developed and implemented the strategic plan, processes and methodology for a new information security Governance, Risk and Compliance program for an international insurance company, including design of a standards-based risk and control framework, governance, policies, methods, standards, security awareness and training, processes, and reporting.
- Developed and implemented a Disaster Recovery and Business Continuity strategy and program for a multi-agency consortium of Public Safety agencies, including integration with state and local infrastructure and Integrated Justice Information Systems (IJIS).
- Was responsible for Sarbanes-Oxley (SOX) compliance for a company recently acquired by AT&T.

## REMOTE SUPPORT SERVICES THROUGH HAWODTECH SOLUTIONS

Hawodtech Solutions Inc. is a wholly owned subsidiary of Fortuna BMC that is remotely based in Cebu, Philippines. It aims to connect companies across the globe and provide technological support to drive them towards their business goals. It offers helpdesk, call center support, software engineering and other IT support services.

- Providing IT recruitment and staffing support for the Philippines-based office of a Japanese multinational information technology equipment and services company and one of the world's largest IT services providers
- Providing IT recruitment and staffing support for a London-based digital securities exchange

## ORGANIZATIONAL CHANGE AND WORKFLOW MANAGEMENT

- Implemented organizational management for a State of California county to effectively manage their human resources through PeopleSoft human resources management systems.
- Implemented Aspire HR human capital management tool for a State of California agency that provides disability and survivor benefits for the state's public school educators.

## PARTNERS AND CLIENTS



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