

Business Information

Service Disabled Veteran Owned

Small Business (SDVOSB)

Small Disadvantaged Business (SDB)

State of Virginia SWaM Certified

CAGE CODE: 5B5Y9

DUNS Number: 829148118

NAICS CODES: 561422, 561421, 561499
541512, 541519, 541513, 541618



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Contact Center Solutions

Veteran Government Services, Inc. (VGS), a Service Disabled Veteran Owned Minority Owned Small Business that has extensive experience in managing complex programs in both the Commercial and Government markets. VGS has teamed with leading providers of contact center solutions, in order to provide advanced outsourced contact center services.

Mission

Provide superior US based contact center solutions to government and commercial customer utilizing Veterans, disabled Veterans, their spouses, their caregivers, and other disabled Americans.

Key Services Provided

- Inbound & Outbound Customer Service\Help Desk Support
- Interactive Voice Response
- Web Services
- Chat Support
- Order processing and tracking
- Business Continuity Support
- Contact Quality Assurance Support

Why Disabled Veterans?

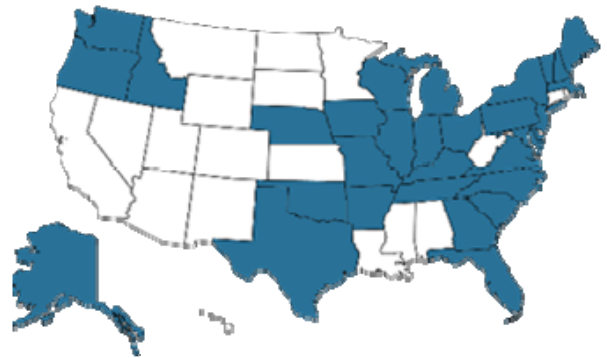
- VGS supplies employment opportunities for Veterans, Veteran Spouses, and Veteran Care-Givers
- There are more than 4.3 million service disabled veterans and 2.1 million active duty and reserve members and their family members
- Veterans have strong work ethics and the willingness and ability to learn new skills
- Veterans are polite/courteous and have great interpersonal communication skills
- Veterans are skilled at working under pressure, adaptable, and respect procedures/accountability

Why VGS?

- Proven ability to deliver improved contact center operations
- The VGS Team prioritizes hiring veterans, disabled veterans and the caregivers of disabled veterans.
- VGS provides Veterans a customer service industry career path and the opportunity to advance into roles with higher paying opportunities.
- The VGS Team operates as consultants providing direction and support for internal, outsourced and virtual agent solutions
- Integrated quality programs are provided by an independent auditing organization driving quality, compliance, and improved customer satisfaction
- Flexible Infrastructure for On-Site, Hybrid or At-Home Contact Center Operation Models Rapid Launch
- VGS is both veteran and MBE Owned Supplier

Solution Demographics

Veteran Government Services Contact Center Solutions Team is based in Alexandria, Virginia has both virtual and traditional customer engagement centers.



Contact Center Vertical Experience

Healthcare

Health and Wellness

Business Services

Home Security

Cable Television

Personal and Business Computing

Government