



CAPABILITIES STATEMENT

Strategic BPO Solutions, LLC is a joint venture created through the Small Business Administration (SBA) Mentor- Protégé Agreement (MPA) to leverage the combined strengths of Vitalizing Business Solutions (VBS) and Coast Professional, Inc. (Coast). This alliance merges VBS's certifications as an SBA 8(a), HUBZone, Woman Owned Small Business (WOSB), and Economically Disadvantaged Woman Owned Small Business (EDWOSB) with Coast's industry leadership and proven federal contracting expertise. Strategic BPO Solutions delivers advanced, compliant BPO services that drive dependable, innovative results.

Why Choose Strategic BPO Solutions?





This partnership combines certifications, extensive experience, and operational strength, ensuring reliable, compliant, and effective support across sectors.

Capabilities:

- **Proven Contractor Performance**—Earned exceptional CPAR ratings in Quality, Schedule, and Management over multiple contract years.
- **Process Improvement Methodology**—Driving efficiency and innovation through the “People, Process, and Technology” (PPT) model.
- **Federal Information Security Compliance**—FISMA-compliant infrastructure that meets strict federal data protection standards.
- **Demonstrated Competitive Success**—Achieved 20 first-place finishes on federal PCA small business set-aside contracts.
- **Scalable Workforce**—700+ employees nationwide delivering consistent performance across multiple locations and time zones.
- **Experienced Prime Contractor**—Successfully managing multiple federal prime contracts with full compliance and accountability.
- **Certified Quality Management**—ISO 9001:2015 certified, ensuring standardized, audited quality assurance across all operations.

Together, we offer proven quality, compliance, and a dedicated focus on client success.

Core Competencies

-  **Contact Center Operations:** Optimizing service delivery with scalable BPO solutions, business process automation, and centralized contact center support
-  **Payment Processing:** Managing secure financial transactions in compliance with federal and contractual regulations.
-  **Customer Service & Administrative:** Improving customer satisfaction through issue resolution, inbound/outbound support, and tailored back-office solutions.
-  **Appointment Scheduling:** Coordinating appointments and resource allocation with accuracy and responsiveness to client needs.
-  **Training & Quality Support:** Providing staff training, tracking waivers, and supporting quality assurance efforts.

Company Data

Protégé:	Vitalizing Business Solutions, Inc.				
Mentor:	Coast Professional, Inc.				
Joint Venture:	Strategic BPO Solutions, LLC				
NAICS Codes:	541611	541612	541614	541618	561110
	561421	561422	561440	611430	611710
Unique Entity ID:	YPQZGG9QT7F6				
CAGE Code:	07D68				
Address:	7547 S. Emerald Avenue, Chicago, IL 60620-2425				

Contact

✉ 7547 South Emerald Ave., Chicago, IL 60620

☎ (773) 303-2017

..... **StratBPO.com**

Business process outsourcing services, focused on compliance and operational excellence, delivering clients innovative and reliable solutions that drive success.



Past Performance

U.S. Department of the Army Army National Guard

Managed IADT/Waiver support, recruiter training, and enlistment packet quality for the RSP Program.

U.S. Department of Education Office for Civil Rights (OCR)

Supported organizational development through business process evaluation, change management guidance, and performance reporting.

U.S. Department of the Treasury Bureau of the Fiscal Service

Led pricing strategy and market research for federal revenue services; developed cost models and transition planning tools.

U.S. Department of the Treasury Office of Inspector General (OIG)

Delivered Section 508 remediation tools, web-based training, and continuous accessibility support.

U.S. Department of Justice Antitrust Division

Performed PDF accessibility remediation to WCAG 2.0 standards; provided ACRs with validated compliance methods.

U.S. Department of Education Federal Student Aid (FSA)

Operated large-scale contact center supporting over 640,000 borrower accounts with compliant, high-quality service.

Louisiana Department of Health Office of Public Health (OPH)

Launched 250-agent contact tracing center in 10 days; created a training program later adopted by other state agencies.

U.S. Department of the Treasury Internal Revenue Service (IRS)

Provided secure BPO operations under IRS Pub 4812; passed cybersecurity audits while managing sensitive taxpayer data.

U.S. Department of the Treasury Bureau of the Fiscal Service

Delivered nationwide contact center support for 50+ agencies and 845+ debt types with high performance and quality scores.

State of Arkansas Department of Transformation and Shared Services

Executed outreach campaigns for retiree health plans using empathetic, script-based communication from a centralized center.

Vehicles



Certifications



Partners



Key Differentiators

✓ Collaborative Culture

Transparent, respectful joint venture fostering shared values and mutual growth.

✓ Integrity

Ethical decision-making that builds trust and ensures accountability.

✓ Exceptional Quality

Consistently delivered outstanding service with "Exceptional" CPAR ratings.

✓ Regulated Environment Expertise

Proven success supporting federal, healthcare, and compliance-driven contracts.

✓ Scalable & Adaptive

Flexible operations that rapidly adjust to evolving client needs.

✓ Experienced Leadership

Executive insight across government, healthcare, and technology sectors.

✓ End-to-End BPO Solutions

Comprehensive contact center and back-office capabilities.

✓ Strong Compliance Framework

Robust controls and audit readiness for effective risk management.