

# GENESIS COMMUNICATIONS

VA-Verified VOSB | Contact Center Staffing & BPO Services

NAICS 561422 | 561320 | 541519 | CAGE 8VW19 | UEI G8LUGKMPRVD6



CAPABILITY STATEMENT — MAY 2026

www.genesiscommunications.us

Genesis Communications is a VA-verified Veteran-Owned Small Business (VOSB) providing scalable contact center staffing, BPO, and customer experience services to federal agencies and commercial clients nationwide. Founded in 2017 and headquartered in DeKalb County, Georgia, Genesis operates with 49 direct W-2 employees and access to 200+ vetted agents across 28 call centers through a formal strategic partnership with ASCI Allied Customer Solutions — delivering onshore (US), nearshore (Mexico, bilingual), and offshore (Philippines, Africa) capacity. Staffing partners TRC Staffing, Spherion, and A.W. Companies ensure rapid workforce ramp-up at contract award.

## CORE COMPETENCIES

### Inbound/Outbound Contact Center Operations

High-volume call handling, customer inquiries, claims support, eligibility follow-ups, appointment reminders, and public outreach campaigns. Experienced in 24/7 and surge operations aligned to federal KPIs: speed to answer, first-call resolution, CSAT.

### Surge & Disaster Response Staffing

Rapid deployment of trained call center agents during emergency declarations, enrollment cycles, and peak-demand periods. Scalable from baseline to large-scale operations through the ASCI partnership network of 28 centers and 200+ agents.

### IT Help Desk Support (Tier 1 & Tier 2)

Technical support services — software, hardware, and network issue resolution — through ASCI partnership under NAICS 541519. Aligned to federal IT support program requirements.

### Omnichannel Customer Engagement

Seamless customer service across phone, email, chat, and SMS platforms with consistent quality standards, compliance training, and performance monitoring across all channels.

### Workforce & Staffing Solutions

End-to-end staffing via TRC Staffing, Spherion, and A.W. Companies. W-2 workforce model — no independent contractor risk. I-9 compliant, fully onboarded.

### Quality Assurance & Compliance

Call monitoring, scoring, and performance reporting aligned to federal contract KPIs. Experienced managing regulated environments with data handling and privacy requirements.

## DIFFERENTIATORS

- VA-Verified VOSB — Already Certified: Not self-certified, not pending. Subcontracting dollars paid to Genesis count toward prime contractor VOSB goals immediately. Zero compliance risk.
- 200+ Agents | 28 Call Centers via ASCI: Formal strategic partnership with ASCI Allied Customer Solutions provides immediate access to a proven, deployed workforce — onshore, nearshore (bilingual), and offshore.
- Rapid Ramp Capability: Can scale from 40 to 200+ agents quickly. Staffing partners TRC, Spherion, and A.W. Companies are on deck for same-week mobilization.
- W-2 Workforce — Fully Compliant: All agents are W-2 employees. No misclassification risk, no 1099 exposure. Meets all federal employment requirements.
- Bilingual English/Spanish Capacity: Nearshore Mexico delivery through ASCI provides fully bilingual agents — meeting federal bilingual requirements.
- Small Business Agility: Decision-makers accessible, contracts executed quickly, no bureaucratic delay. Adapts to program changes faster than large competitors.

## CORPORATE DATA

CAGE Code:	8VW19
UEI:	G8LUGKMPRVD6
DUNS:	07-0699799
Founded:	2017
Location:	DeKalb County, GA
Service Area:	Nationwide
Direct Staff:	49 W-2 Employees
Partner Agents:	200+ via ASCI
Call Centers:	28 via ASCI Partnership
Delivery:	Onshore   Nearshore   Offshore

## CERTIFICATIONS

- Veteran-Owned Small Business (VOSB) — VA Verified
- SAM.gov Registered & Active
- CAGE Code Assigned: 8VW19
- W-2 Workforce — FLSA Compliant

## NAICS & PSC CODES

561422 — Contact Centers (Primary)  
561320 — Temporary Staffing Services  
541519 — IT Help Desk / Tech Support  
561110 — Office Admin Services  
541612 — HR Consulting Services  
PSC: R699 — Admin Support  
PSC: DE01 — IT Help Desk

## PAST PERFORMANCE

Universal Music Group

Customer support & call center ops — managing high-volume consumer inquiries across music streaming services. Maintained 98%+ satisfaction rate.

Accolade Health / Dick's Sporting Goods

Health benefits contact center — high-volume inbound inquiries, benefits navigation, and issue resolution during peak enrollment periods.