



Contact Center Solutions

ServBeyond Solutions (ServBeyond), founded in 2010, is a customer focused systems integrator with a distinguished record of public sector performance. By combining service management best practices, innovation, and a focus on excellent customer service, ServBeyond consistently delivers a modern omni-channel customer experience for federal and state government customers. ServBeyond combines the latest innovations in Artificial Intelligence (AI), Machine Learning (ML), and Agentic AI to modernize mission critical business processes while delivering a data rich, intuitive customer experience.



Innovative Contact Center Services

ServBeyond implements these Contact Center innovations for federal and state government customers:

- **Unified User Experience through Platform Integration:** Improves service delivery, reduces training time, and enhances usability
- **AI-Enhanced Customer Service and Customer Relationship Management Tools:** Boosts consistency, accuracy, and access to information
- **Intelligent Automation of Contact Center Operations:** Accelerates response times, boosts self-service, and reduces costs.
- **Predictive Intelligence and SLA Monitoring:** Enables performance tracking, improves SLA compliance, and supports proactive delivery
- **Real-Time Insights to Optimize Performance:** Supports data-driven decisions and continuous service improvement
- **Sentiment Analysis and Post-Call Intelligence:** Provides insight for coaching, improves resolution, and enhances quality with GenAI

Technology Platforms



Contract Vehicles

Maryland Statewide Agile Resources & Teams 2024
BPO #001B5600235

One Acquisition Solution for Integrated Services (OASIS+) #47QRCA25DA186

GSA MAS Contract
#47QTCA23D0017 (SINS: 54151S, 54151HEAL, 518210C, 561422)

Experience Highlights

CMS Centers for Clinical Standards and Quality (CCSQ) Service Center Support

We deliver operational and strategic modernization support, providing an omnichannel experience across QualityNet programs and internal CMS users. By integrating NICE CXone, ServiceNow, Qualtrics, UiPath, and other relevant technologies, ServBeyond integrates voice, chat, email, web self-service, and AI-driven interactions and customer feedback. Our modernization initiatives delivered the following improvements:



Customer Satisfaction

Achieved consistent **>95% satisfaction** score on customer surveys



Burden Reduction

Reduced average talk time by **12 seconds**



Increased Accuracy

Reduced misrouted calls by **53%**



Accountability

Automated audit and analysis of calls, leveraging AI/ML for sentiment analysis

Maryland Transportation Authority (MDTA) IT Support Services

ServBeyond provides innovative, process-oriented Service Desk, Field, and Technical System support services to over 1,800 users at various Maryland locations, including Engineering, Police, EZ Pass, Toll Collection, and other facilities. To deliver these services, our team uses tools, such as Microsoft Endpoint Configuration Manager (MECM), Microsoft 365, IBM Maximo, and Cloud services. Our MDTA IT support delivered the following benefits:



Customer Satisfaction

Achieved consistent **>95% satisfaction** score on customer surveys



High Performance

Delivered **100% compliance** with Service Level Agreement (SLA) requirements



Highly Skilled Staff

100% of personnel maintain Help Desk Institute (HDI) certification

CMS Office of Information Technology (OIT) Enterprise SharePoint Support

Our team provides Tier 1, 2, and 3 support for a CMS Enterprise Microsoft SharePoint environment serving over 6,000 users. ServBeyond has established an iterative release schedule to successfully plan and execute projects, address O&M activities, deliver training, and respond to help desk requests. Our integrated service delivery environment includes ServiceNow, Jira, and Copilot to comply with CMS data governance and security policies. Our implementation approach boosts efficiency, supports informed decision-making, and enhances overall user experience within the CMS environment. Our modernization initiatives resulted in these improvements:



Customer Satisfaction

Achieved consistent **>98% satisfaction** score on customer surveys



System Uptime

Maintained **99.9% system uptime**



Scale and Impact

Delivered operations, governance, and records management support at **over 1,300 project sites**, data collection support at **100+ sites**, and secure hosting of over **11 terabytes of content** in the Microsoft Azure Government (MAG) cloud

Corporate Highlights

Certifications/
Appraisals

CMMIDEV/3 CMMISVC/3
ISO 9001:2015

ISO/IEC 20000-1:2018
ISO/IEC 27001:2013

DUNS: 117613787
UEI: LY9DQ99L8817

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