



## Austin Global Solutions, LLC

Empowering Organizations. Elevating Operations

### COMPANY OVERVIEW

Austin Global Solutions, LLC (AGS) is a certified minority woman-owned business specializing in Business Process Outsourcing (BPO), administrative support, and strategic operations. Headquartered in Texas, AGS delivers scalable, people-centered solutions for clients across healthcare, nonprofit, education, and corporate sectors.


Led by Stefanie Austin, a seasoned Healthcare Operations Executive with 15+ years of experience, AGS supports clients through tailored services that improve productivity, compliance, customer satisfaction, and bottom-line results.

### CORE COMPETENCIES


- Virtual & Onsite Administrative Support
- Call Center & Customer Experience (CX) Solutions
- Digital Marketing Strategy & Content Development
- Scheduling & Medical Billing Support
- Practice Transformation & Healthcare Management
- IT & Systems Support (CRM, Telephony, Analytics)
- Project & Program Management
- Strategic Planning & Process Optimization
- Human Resources Support & Employee Onboarding
- Compliance, Documentation, & Revenue Cycle Support

### KEY DIFFERENTIATORS

- 15+ Years of Executive Healthcare & Operational Leadership

 Stefanie Austin, Principal Consultant

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- Extensive Experience Managing Multi-Site, Multi-State Teams
- Strong Technical Expertise: Epic, Power BI, Tableau, Jira, Five9, Twilio
- Proven Success in Mergers, Acquisitions, Compliance & Patient Experience
- Cross-Sector Consulting (Healthcare, Nonprofit, Education, Corporate)
- Certified Medical Practice Executive (CMPE) with an MBA
- Trusted Strategic Partner with Scalable, Customized BPO Solutions

### PAST PERFORMANCE

- Healthcare Operation Executive
- Women Leading Technology
- Great Lakes School of Etiquette
- Texas Legends
- Argent Edges
- Therapy Contracting Services
- Delighted To Doula

### COMPANY DATA

- Business Type: Minority Woman-Owned Small Business
- Certifications: CMPE, MBA
- SAM Registration: Pending

### NAICS CODES

- 541611 – Admin & General Management Consulting
- 561110 – Office Administrative Services
- 561320 – Temporary Help Services
- 541513 – Computer Facilities Management Services
- 541519 – Other Computer Related Services
- 561422 – Contact Centers & Telemarketing
- 611430 – Professional & Management Development Training

### UNSPSC CODES

- 80101503 – Project Management

- 80111506 – Administrative Support Services
- 80111605 – Call Center Services
- 80141607 – Healthcare Administration
- 86101701 – Adult Education Services

### **READINESS & AVAILABILITY**

AGS is available for immediate engagement as a prime or subcontractor for federal, state, local government, and private sector projects.