





TRUSTED BY INDUSTRY LEADERS | SINCE 2018

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 <https://midatlantic-bps.com>



# COMPANY OVERVIEW

- Started in 2018
- Headquartered in North Carolina, USA
- Christian value based [Not-For-Profit](#) Organization
- Current Employee Size: 192
- Operations Center in Nagaland, India
- 100% English as a First language employees
- A Complete business Consulting Solution
- Operates in B2B Sales, Call center, Insurance Claims, Backoffice Operations & VoIP Phone Consulting



# ABOUT US

MidAtlantic Business Management is co-owned and operated by Kevin White (USA) and Andy Gawai (India). The duo masterfully combines the best brains and talent of the USA and India to help companies around the world to accelerate their revenue and scale their profits through business outsourcing staffing. We are also knowed as MidAtlantic Business Outsource Staffing & Midatlantic B2B.

Visit us: <https://midatlantic-bps.com/contact>

Visit: <https://ma-bos.com/>

We specialize in outsourcing talents, combining the best brains and Talent of USA and India.



# BUSINESS SERVICES



## VOIP PHONE UPGRADE

- Over 30 VoIP Partners
- Helping Customers with Demo & Pricing discussion.
- Contract Negotiation.
- End-to-end Support to get your phones up & running.
- Level 01 Support in installation.
- Zero Consultation fees.



## B2B LEADS & MEETINGS

- Experienced staff in B2B Sales and Lead generation.
- Email Marketing & Tele-marketing as primary channel to get leads & B2B Meetings.
- 100% Performance based programs, you do not pay for efforts. You only pay for results.



## REMOTE STAFFING

- 100% English as a First language resources.
- People work for your project, report your Managers.
- We take care of the Payroll & office infrastructure.
- No billing for while we do Training (For first 30 days)



## 24X7 CONTACT CENTER

- 192 Ready Agents Working from Nagaland Office & Scalable to 600 Agents with 3 weeks notice.
- Call Center Operations – Calls, Texts, Backoffice task & Data migration.
- No billing for while we do Training (For first 30 days)

# CONTACT CENTER VERTICALS



## HEALTHCARE

- Compliant with HIPPA
- Compliance training & certifications every 90 days
- Contract Negotiation.
- Handling end-to-end patient cycle .
- Insurance billing & bill collections.
- FDCPA Training for all billing agents.



## INSURANCE COMPANIES

- FDCPA, PHI Protection & HIPPA Trained agents.
- Experienced Agents.
- Handling all Claims Cycle and billing.
- Auto insurance & health insurance experienced Agents & Supervisors.



## ATTORNEYS

- Agents Experienced working with Attorney offices.
- Virtual Assistants.
- We take care of e-case fillings, billing & follow ups.
- Calendar management & Case file management.



## SMALL BUSINESSES & CONTRACTORS

- English as a first language Agents.
- No billing for while we do Training (For first 30 days)
- 01 Dedicated Quality Analyst for every 10 Agents to ensure Zero Quality Errors & Dedicated Project managers.
- Up 24x7. We won't miss even a single phone call/enquiry.



## Example #1

# CUSTOMER SERVICE

Our team handles inbound calls, emails, and chats, providing customer support, technical troubleshooting, order processing, tracking, delivery, and more.



## CASE STUDY - Buildable Companies

**Buildable Companies** is a project management partner focused on optimizing capital and assets to achieve client goals.

**Solution:** To oversee data entry team creation and training.

**Implementation:** Trained 12 contractors to enter 10 data points into their software, verifying assets across hundreds of locations.

**Results:** Cleared BC's 6-month backlog in under 2 months.



# TESTIMONIAL (HEALTHCARE)



Our clients love working with us, just read what they have to say!

We got a dozen of Success Stories but can't share all as we promised our clients a complete secrecy & non-disclosure.



MidAtlantic offers the deepest talent pool I have ever been around."

Tony  
Duke Hospital, NC



"Andy and his team, are true miracle workers. They migrated 3,800 patient records to our new ERM within 60 days. They even worked weekends to double check each record."

Martin  
Medpsych Raleigh, NC



## BENEFITS OF PARTNERING WITH US

- 1 COST SAVINGS**  
Access skilled labor in locations where costs are lower, resulting in significant cost savings compared to maintaining in-house teams.
- 2 FOCUS ON CORE ACTIVITIES**  
Outsourcing non-core functions enables companies to concentrate their resources and efforts on core business activities that directly contribute to their competitive advantage and strategic goals.
- 3 ENHANCED EFFICIENCY AND PRODUCTIVITY**  
By delegating routine or time-consuming tasks to outsourcing partners, companies can streamline operations, improve productivity, and accelerate project delivery timelines.
- 4 ACCESS TO SPECIALIZED SKILLS AND EXPERTISE**  
Outsourcing firms often specialize in particular areas, providing access to specialized skills and expertise that may not be available in-house.



# Contact us!



## OUTSOURCING

The most stable and trusted solution

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# Thank You!