

Capability Statement



SaviLinx: Elevating the Human Connection

At the core of every technological advancement and innovation is the simple, yet profound need for human connection. SaviLinx was born out of this understanding.

In an age dominated by screens and numbers, the essence of communication remains human, heartfelt, and personal.

While technology is good for facilitating conversations and providing answers, sometimes that isn't enough. Whether you've felt anxious about making rent, worried about how to pay tuition, or needed clarity on medical insurance after a diagnosis, we know people often want more than answers; they want to connect with someone who is understanding, empathetic, and sincere.

This is where SaviLinx thrives.

Why SaviLinx Shines: Engage. Listen. Respond.

With every touchpoint, we aim not just to respond, but to resonate. We merge state-of-the-art technology with the unmatched warmth of human touch, crafting interactions that uplift and inspire.

Empowering Your Vision with Our Voice

In navigating the complexities of business or service delivery, you deserve a partner that prioritizes your customers just as you would. We're here 24/7/365, ensuring that they have seamless access to the information and support they need, letting you zero in on your core objectives. Our approach is simple: form relationships, earn trust, and deliver care that turns customers into loyal advocates.

Where Technology Meets Humanity

We are Contact Center experts - from cloud-based CCaaS telephony to omnichannel integrations spanning voice, chat, email, SMS, and more – we have the tech. But, we remain tech-agnostic, prioritizing what truly facilitates a people-first interaction. Whether it's employing AI as Augmented Intelligence to aid our associates or deploying chatbots for quick responses, the end goal remains - elevating the human connection.

Solutions Crafted with Care

Challenges are unique, and so are our solutions. Our services are tailored to respond to the voices and concerns of your customers. Analytics isn't just data; it's insight into evolving customer needs, helping us understand the journey they walk.



Beyond Just Listening: Truly Hearing

Listening goes beyond words. It's about feeling, understanding, and empathy. We don't just train our associates; we choose them for their innate ability to connect, ensuring every conversation is not just transactional but transformational.

Recognition of Human-Centric Excellence

Our unwavering commitment to prioritizing human connections in this digital age has not only touched lives but also earned us a place in the Inc. 5000 list of fastest-growing companies (North America) for seven consecutive years. Our culture is a reflection of our commitment to fostering talent that consistently pushes boundaries to connect deeper and better.

Together, Let's Celebrate the Power of Human Connection

The future beckons with endless possibilities. With SaviLinx by your side, be assured that the heart of every interaction remains deeply human. Let's elevate the human connection, today and always.



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EIN: 46-2266664

CAGE: 6VWV3

SAM UEI: SGBEAL2G16R6

GSA Contract: 47QTCA20D0009

SBA Certifications: Woman-Owned, HUBZone

Employees: 1,700 FTEs at peak/surge

Primary NAICS Codes:

561422 Telemarketing Bureaus and Other Contact Centers

541519 Other Computer Related Services

518210C Cloud-Related IT Professional Services

561421 Telephone Answering Services

561320/561320SBSA Temporary Staffing

522320 Financial Transaction Processing, Reserve, and Clearinghouse Activities

541990 Other Professional, Scientific, and Technical Services

541611 Administrative Management and General Management Consulting Services

541612 HR Consulting Services

541618 Other Management Consulting Services

524298 All Other Insurance-Related Activities

Please email for a complete list of NAICS Codes

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