

BetaQuick LLC

AI Voice Agent Automation | Systems Modernization
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CAPABILITY STATEMENT

UEI: MDBYCN83MT69
CAGE: 86Y32

8(a) Pending | GSA MAS Pending

AI VOICE AGENT AUTOMATION • SYSTEM MODERNIZATION • CLOUD INFRASTRUCTURE

AI voice agents on the front end. Intelligent workflow automation on the back end. Built on FedRAMP-authorized AWS and Azure infrastructure.

CORE COMPETENCIES

AI Voice Agent Automation

- AI voice agents, inbound call handling, structured data extraction, zero abandoned calls
- Intelligent workflow automation — multi-step backend processing triggered by voice or API events
- LLM integration (GPT-4o, Claude/Anthropic) for real-time decision logic and NLP
- Conversational AI design, prompt engineering, and agent orchestration
- Real-time data validation and automated push to backend systems

Systems Integration & Modernization

- Legacy system modernization, Mcloud-native microservices
- API design and RESTful/GraphQL service layer development
- Event-driven architecture using AWS EventBridge, SQS, Lambda
- EHR/EMR, CRM, and agency case management system integration
- Real-time eligibility and verification via clearinghouse APIs
- Section 508 / ADA accessibility compliance

Cloud Infrastructure & DevOps

- AWS: Lambda, EC2, API Gateway, S3, RDS, SQS, EventBridge, CloudWatch, CodePipeline
- Microsoft Azure: Functions, Azure AI Services, Logic Apps, Azure DevOps
- CI/CD pipeline design — GitHub Actions, Jenkins, AWS CodeBuild
- Infrastructure as Code, serverless architecture, containerization (Docker)
- FedRAMP and StateRAMP compliant cloud deployment patterns

DIFFERENTIATORS

Front End + Back End AI — One Partner

AI voice agent on the front end captures every call. Intelligent workflow automation on the back end processes, routes, and pushes structured data to agency systems. Full stack AI delivery from a single vendor.

20+ Years Federal & Enterprise Delivery

Direct project delivery at SSA, NIH, General Dynamics, Capital One, and Under Armour. Deep familiarity with federal procurement, Section 508, HIPAA, and mission-critical uptime requirements.

FedRAMP & StateRAMP Cloud Architecture

All deployments built on FedRAMP-authorized AWS and Azure services. Contact center voice via Amazon Connect. LLM inference via Azure OpenAI Service (FedRAMP High). Transcription via AWS Transcribe or Azure Speech Services. No commercial-only stack.

Legacy Modernization Without Disruption

Proven track record migrating Java/J2EE and Oracle legacy systems to modern cloud-native microservices while maintaining agency operations. Event-driven architecture minimizes integration risk.

Small Business Speed, Enterprise Depth

Founder-led delivery with 20+ years of hands-on senior engineering. No layers of project management overhead. Configuration changes and integration updates in hours, not procurement cycles.

Federal Security Posture

End-to-end encryption, role-based access controls, audit logging, and breach notification. HIPAA-compliant architecture with BAA execution. Aligned with NIST 800-53 and FedRAMP security controls.

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PAST PERFORMANCE

All engagements delivered by BetaQuick LLC principal and engineering team.

DCPS Modernization Client: <i>Social Security Administration (SSA) 2016 – 2021</i> Modernized the Disability Case Processing System (DCPS) from a legacy monolithic architecture to a cloud-native React/NodeJS full-stack platform. Delivered Section 508-compliant UI components, CI/CD automation, and event-driven workflow processing supporting SSA's mission-critical disability adjudication pipeline. Federal Agency Legacy Modernization Section 508	RTL Code System Tool Client: <i>National Institutes of Health (NIH) 2022 – 2024</i> Designed and deployed the Research Terminology Language (RTL) Code System application on AWS. Architected a serverless backend using Lambda, API Gateway, EventBridge, and SQS integrated with PostgreSQL and NoSQL data stores. Delivered RESTful APIs enabling seamless front-end data access for biomedical research teams. Federal Agency AWS Cloud Systems Integration	B2B eCommerce Platform Client: <i>Under Armour 2016</i> Built and integrated a B2B eCommerce application supporting wholesale ordering and product catalog management. Developed full-stack UI/backend components using Angular and NodeJS, integrated with SAP, Apple Pay, and PayPal payment gateways, and implemented customized checkout workflows for enterprise retail partners. Enterprise B2B eCommerce Systems Integration
Enterprise Application Modernization Client: <i>General Dynamics Information Technology 2015 – 2016</i> Delivered full-stack application modernization for federal government clients. Translated agency requirements into Java/J2EE and Spring MVC technical solutions, implemented Oracle database layers, and provided agile delivery support across complex multi-system government environments. Federal Contractor Legacy Modernization Java/J2EE	Customer-Facing Banking Platform Client: <i>Capital One 2021 – 2022</i> Developed high-availability credit card and loan application interfaces using React and NodeJS. Implemented TDD, CI/CD pipelines via Jenkins and AWS CodePipeline, and security hardening protocols. Delivered responsive cross-device interfaces with measurably improved user engagement and reduced security exposure. Financial Services Cloud & Security Full-Stack	

NAICS CODES

- 541511** Custom Computer Programming Services
- 541512** Computer Systems Design Services
- 541519** Other Computer Related Services
- 518210** Data Processing and Hosting Services
- 611420** Computer Training
- 541330** Engineering Services (IT)

CERTIFICATIONS & REGISTRATIONS

- SAM.gov:** Active Registration
- UEI:** MDBYCN83MT69
- CAGE Code:** 86Y32
- 8(a) Program:** Application Pending
- GSA MAS:** Application Pending
- Business Type:** Small Business

TECHNOLOGY STACK

COMPONENT	PLATFORM / COMPLIANCE
Contact Center Voice	Amazon Connect (FedRAMP High) Azure Communication Services
AI Voice Agent	VAPI orchestration layer FedRAMP-eligible deployment
LLM / AI Inference	Azure OpenAI Service (FedRAMP High) AWS Bedrock
Transcription	AWS Transcribe (FedRAMP) Azure Speech Services (FedRAMP)
Voice Synthesis	Azure Neural TTS ElevenLabs (commercial)
Cloud Compute	AWS (Lambda, EC2, ECS) Azure (Functions, AKS)
Integration Layer	AWS API Gateway Azure API Management
Storage & Data	AWS S3, RDS, DynamoDB Azure Blob, Cosmos DB
DevOps / CI-CD	GitHub Actions AWS CodePipeline Azure DevOps