

AAMCOM Connecting People in a High-Tech World

CERTIFICATIONS

CAGE Code: 7MDB5

DUNS Number: 005121840

DBE/SBE (LA Metro) Number: 4344

GSA Schedule Title:

SIN(s) 541 4A, 382 2 and 874 1

CA (DGS) SBC ID: 2002886

LSBE: 7690

GENERAL INFO

Registered Company Name:

AAMCOM, LLC

DBA:

Steven Diels

KEY CONTACTS:

Steven A. Diels

Owner/President/CFO

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Lorena Lopez

Chief Operating Officer

Direct: (310) 798-1601

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lorena@aamcom.com

NAICS CODES

561421:

Telephone Answering Service

561422:

Telemarketing Bureaus
and Other Contact Center

SIC CODES

738910: Telephone Services

738910: Telephone answering service

73891005: Telemarketing Services

73899953: Translation Services

899908: Communication Services

ABOUT US

AAMCOM, LLC has been helping organizations meet their telecommunication needs since 1953 with the highest quality professional operators and customer service available. As an award winning 24/7 call center, AAMCOM, LLC, which is an acronym for All American Medical Communications, was originally established as a call center that primarily served companies in the healthcare industry. Since then, AAMCOM, LLC has grown substantially and has broadened its clientele to include small disadvantaged businesses, certified government contracts, property management, e-commerce, technology, finance/insurance, marketing/media, legal and charitable non-profit organizations.

AAMCOM, LLC's award-winning expertise has established them as the preferred choice for businesses answering service needs. AAMCOM, LLC has been recognized for multiple awards from organizations such as the California State Assembly, California Chamber of Commerce, City of Redondo Beach, the California Public Utilities Commission as well as several industry organizations.

OUR SERVICES

24/7 Bilingual Call Center
HIPAA Compliant Messaging
No-hold Service
Voicemail
Initial Training Integration

Check-in Line
Wake-up Service
Web On-call
Web Logger
Priority Ring
Dial-Outs

Order Taking
Customizable Reports
Event Registration
Perform Surveys
Appointment Setting
Virtual Secretary/Receptionists
Auto Call Forwarding Confirmation

Message Dispatching Via
SMS, WAV File or Fax
Follow-Me Dispatching
Holiday Live Operator Coverage
On-Call Scheduling
Emergency Recovery Workspace
Interactive Voice Recognition (IVR)
PCI DSS Compliance

800 Numbers
Set-Up Fee/Script Changes
Outbound Calling Campaign
TTY/TDD Interface
Translation Services
National Conference Bridge
Encrypted (Secure) Messaging
Call Patching



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