

CALLMASTERS

I N C .

Driving innovation and seamless
communication for lasting success

20+

Years

WOSB

Certified

HUB

Certified

COMPANY OVERVIEW

Advanced Telecom & IT Solutions
for Government, Enterprise &
Commercial Clients

NMSDC MBE

SBA WOSB

HUB Certified

WHO WE ARE



Callmasters Inc. is a Texas-based, woman-owned, HUB-certified technology solutions provider specialising in Unified Communications, Contact Centre Solutions, and IT Network Infrastructure.

For over 20 years, we have delivered advanced telecom and IT services to businesses, government agencies, and institutions — helping them streamline communications, enhance productivity, and ensure data security.

"Empower organisations with scalable, reliable, and secure communication systems — from unified voice and video to customised software automation and CRM integrations."

20+

Years of Experience

\$1M+

in Delivered Contracts

3

Active Certifications

8+

Technology Partners

PARTNERS

Cisco · Dell · AWS · Avaya

Microsoft · Salesforce · Fortinet · Intel

CORE CAPABILITIES



01

Unified Communications

Voice, video, messaging & conferencing — seamless across any device or location.

02

Contact Centre Solutions

On-premise, cloud, and hybrid platforms with custom call flows, IVR, and omnichannel support.

03

Secure Network Infrastructure

High-performance IT & telecom networks with advanced cybersecurity, firewalls, and encryption.

04

Cloud & Virtualisation

Cloud migrations, hosting, and eFax solutions on AWS and Azure — scalable and cost-effective.

05

Software Development & Automation

Custom software, CI/CD pipelines, Python automation, CRM integration, and SMS/email campaigns.

06

Consulting & Managed Services

End-to-end consulting, 24/7 technical support, and managed IT to keep systems optimised.

PROVEN TRACK RECORD

\$1M+

Contract Value Delivered

\$600,000

State Farm

2011 – 2016

5-year contact centre lab infrastructure — scalable, secure call flow designs to streamline agent workflows and improve customer interactions.

\$350,000

Memorial Hermann / LA County

2024 – Ongoing

Contact Centre portals for intelligent announcement management. Developed, deployed and maintained internal and external websites with security compliance.

\$50,000

USAA

2022

Contact Centre optimisation — call flow, business hours routing, skill group configurations, and prompt management with zero-downtime implementation.

\$50,000

Intel

2022

DevOps infrastructure project: CI servers on GitHub with custom Python scripts to optimise workflows and improve deployment speed.

\$18,800

Texas Commission on Environmental Quality

2023 – 2024

Migrated traditional fax to secure cloud-based eFax. Deployed 100 DID numbers with TLS v1.2 encryption for compliant document transmission.