



FEDERAL CAPABILITIES STATEMENT

Management consulting & professional services

Small Business

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voyageadvisory.com

WHO WE ARE

Voyage Advisory is a boutique management consulting firm based in Chicago, founded in 2018 to help clients turn priorities into achievements. Our team of roughly 40 consultants, most across North America, takes on our clients' most pressing operational priorities, working side-by-side with their teams across the people, process, and technology dimensions of every engagement.

We lead the work, not just advise on it. We modernize contact centers and operations, stand up PMOs and capital programs, redesign the processes that run the business, and find where technology and AI deliver real impact. We partner with public and private sector organizations as vendor-agnostic advisors whose only product is measurable improvement. When you need proven talent on the ground, we place vetted specialists who have delivered, again and again.

WHAT WE DO

**Elevate Service**

Improve customer experience and frontline service operations.

Contact Center & Operations

Workforce, quality, handle time, and service levels with a prioritized ROI roadmap.

CX & Service Model Design

Journey mapping and redesign across phone, digital, and self-service.

**Drive Performance**

Get more out of existing operations.

Process Redesign & Optimization

Map how work flows, cut waste, and redesign what to eliminate, streamline, or automate.

Data, Analytics & Performance

KPI design and dashboards in Power BI, Tableau, and Azure.

**Power Transformation**

Bring people, process, and technology together.

AI & Technology Value Realization

Requirements, buy-vs-build, and vendor evaluation so AI and automation target real opportunity.

Program & PMO Delivery

PMO design, governance, and delivery for complex, multi-vendor and capital initiatives.

Professional Services & Staff Augmentation Vetted business analysts, change managers, workforce specialists, and project managers, proven performers placed directly into your program team.

WHY CLIENTS CHOOSE VOYAGE

15-20 yrs

experience per consultant

Right Team

A curated team built around your specific challenge: senior experts who get fluent in your context fast, with low egos and a genuinely collaborative style.

30+

proprietary tools

Custom Tools

Diagnostic apps, assessments, and operational heat maps developed across hundreds of engagements, refined continuously and backed by 100+ years of leadership experience.

2-3x

first-year ROI

Real Ownership

We stay through implementation, delivering in agile sprints and structuring engagements to return value well in excess of our fees, plus relationships that outlast the project.

PAST PERFORMANCE

70+ ACDs

unified into Azure

Federal Agency · Contact Center Modernization

Unified 70+ ACDs into a single cloud data platform and delivered the agency's first enterprise-wide performance visibility, supporting a national Tier 1 call center launch. Earned Exceptional CPAR ratings as a federal subcontractor.

26 mo

consecutive CSAT gains

Federal Healthcare Agency · Data & Performance

Unified telephony, chat, case, quality, and workforce data into one measurement framework across one of the government's largest service operations, driving 26 consecutive months of year-over-year CSAT improvement.

40-60%

automation identified

Healthcare Payer · AI & Automation

Mapped long-running, judgment-heavy audit workflows end to end and identified 40-60% automation potential across evidence gathering, reconciliation, and documentation, delivering a prioritized AI roadmap with strict human-in-the-loop controls.

24-mo

operating-model roadmap

Health Plan Provider · Contact Center Transformation

Comprehensive contact center assessment for a fast-growing health plan across people, process, and technology, building a future operating model with a 24-month implementation roadmap.

Client identities are withheld to honor confidentiality commitments. We welcome the opportunity to discuss our past performance in detail, including references and outcomes, with interested agencies and partners.

CONTRACTING & CORPORATE DATA

Legal name	Voyage Advisory LLC
Business status	Small Business
Incorporated	Delaware, 2018
Headquarters	5300 N. Damen Ave. Chicago, IL 60625
UEI	E7UEKCRTWL8
DUNS	117064673
CAGE	9Z3H5
SAM.gov	Active registration
Primary NAICS	541611 · Mgmt. Consulting

NAICS codes

541611 · Admin. & General Mgmt. Consulting (primary)
518210 · Computing Infrastructure & Data Processing
541511 · Custom Computer Programming
541512 · Computer Systems Design Services
541513 · Computer Facilities Management
541519 · Other Computer Related Services
541519 · IT Value Added Resellers
541612 · Human Resources Consulting
541613 · Marketing Consulting
541614 · Process, Distribution & Logistics Consulting
541618 · Other Management Consulting
541690 · Other Scientific & Technical Consulting
561421 · Telephone Answering Services
561422 · Telemarketing & Contact Centers

Contract vehicles

GSA Multiple Award Schedule application currently under review. In the event the Government determines that GSA Schedule access would facilitate procurement of Voyage's services, the contracting officer may submit a Letter to Expedite to GSA in accordance with established GSA procedures, which can accelerate the schedule award process for specific agency requirements. Voyage is also available as a subcontractor to large prime contractors with existing VA enterprise contracts (e.g., GWAC, Alliant 2, VETS 2) or through teaming with verified SDVOSBs.

Turning priorities into achievements.

Greg Jacobson
Senior Advisor

Andrew C. Studee
Managing Director

