

NATIONAL INDUSTRIES FOR THE BLIND
CONTACT CENTER SERVICES



NIB
SERVICES



Ensuring Customer and Caller Satisfaction

Many industries require professional contact center services, which ensure valued callers reach a human voice on the line for customer assistance, order placement or additional support. NIB and its associated nonprofit agencies nationwide train individuals who are blind for successful careers in contact center services. Service offerings include:

- Multi-channel contact/call centers
- Customer support
- 1-800 information centers
- Switchboard operations
- Order centers
- Telecommunications support
- Mystery shopping and quality scoring

The NIB Services team is committed to ensuring the highest levels of customer and caller satisfaction with each call, whether the call center operations are onsite at the customer's location or offsite at one of our existing contact center locations. There are 15 NIB associated agencies operating high-performance contact centers staffed with skilled, dedicated and motivated employees – in locations such as

Rochester and Utica, New York; Raleigh, North Carolina; Indianapolis, Indiana; and Orlando, Florida. For each client, NIB Services offers:

- Highly-trained professional operators
- Cost-effective solutions
- State-of-the-art technology
- Exceptional performance
- Dependable service

Today, assistive technology has leveled the playing field for people who are blind, who have a wide range of career options. NIB Services offers call center services as an extension of our clients' business, providing support with overflows, rerouting, quality assurance, and more.

Building a Successful Track Record

From operating mission-critical call centers to fulfilling orders, the NIB Services team has consistently received high marks in customer satisfaction from a variety of clients, including:

- **Environmental Protection Agency:** Answering more than 10,000 inquiries monthly for the National Lead Information Center and supporting the Toxic Substance Control Hotline.
- **General Services Administration:** Assisting thousands of government purchasers through the Federal Supply Service Center – Customer Service line for GSA Advantage E-Buy.
- **U.S. Department of Transportation:** Supporting the Federal Motor Carrier Safety Administration (FMCSA) New Entrant Contact Center.
- **Humana Military Healthcare Services:** Providing beneficiary representative services as a subcontractor on the South Region TRICARE Third Generation contract under the



prime, which offers health benefits support and services to approximately three million active duty and retired military and their eligible family members in a 10-state region.

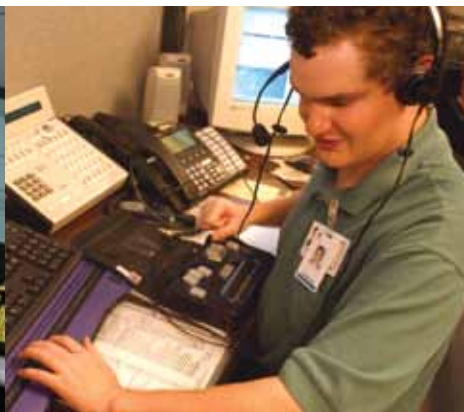
- **Air Force Air Mobility Command (AMC):** Operating switchboards for nine air bases at Travis Air Force Base in California through AMC's consolidated Telephone Operator Consolidated Call Center (TOCCC), which has delivered consistent service to the Air Force at a lower cost.
- **Harley Davidson:** Conducting welcome calls to new Harley owners and developing feedback based on customer responses, which enabled Harley to improve customer outreach.
- **The Fraser Group:** Performing continuous quality assurance auditing against specific performance criteria to help this operations and management performance improvement firm's customers to ensure their customer service representatives provide callers world-class support.

Career Options With No Boundaries

Despite continued gains in employment, people who are blind remain one of the nation's greatest untapped labor resources. In fact, 70 percent of working-age Americans who are blind are not employed. This statistic fuels NIB's mission to create, sustain and improve employment opportunities for people who are blind.

Working with its associated nonprofit agencies, NIB offers a wide range of career opportunities with no boundaries. NIB encourages and rewards upward mobility by expanding employment options at all levels.

While committed to the AbilityOne Program and to its federal customers, NIB has strengthened and expanded its relationships with commercial prime contractors and state use programs to increase employment opportunities for people who are blind.



“The GSA Philadelphia Call Center, which employs 20 people who are blind, continues its standard for high productivity. The employees are a dedicated group of individuals who do a phenomenal job.”

Jack R. Williams

Assistant Regional Administrator
Office of Strategic Business Planning and
Process Improvement
U.S. General Services Administration

“The new consolidated call center at Travis Air Force Base would be a great pilot to show many other businesses and organizations across the country that people who are blind can do the job. The technical skill level of the people here is so impressive.”

Congressman Dan Lungren (R-CA3)

U.S. House of Representatives

“The NIB agency teams quickly grasped the mystery shopping work and consistently provide valuable interactions that can be used to coach agents to improve their sales and service on behalf of our clients. I have been very impressed with the quality of their work.”

Stephen Lambert

Chief Executive Officer
5 STAR Concepts Inc.



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NIB's Mission: Focused on Employment

National Industries for the Blind (NIB) is a nonprofit organization with a proud history of nearly 75 years, focused on the mission of enhancing opportunities for economic and personal independence of persons who are blind, primarily through creating, sustaining and improving employment. NIB and its network of 90 associated nonprofit agencies nationwide serve as the largest employer of people who are blind by the sale of SKILCRAFT® and other top-quality products and services to federal customers through the AbilityOne Program, as well as to state government and commercial customers.

"NIB is about careers – challenging, knowledge-based positions in high-energy quality work environments."

Kevin A. Lynch

President and CEO

National Industries for the Blind

To learn more, contact NIB Services at
1-866-573-3748, email **services@nib.org**
or visit **www.nib.org**

**National Industries for the Blind Services:
The Workforce That Works For You**