

NIB offers comprehensive, multi-channel call center capabilities and customized solutions leveraging its nationwide infrastructure, state-of-the-art facilities, and highly skilled workforce. NIB is an industry leader that helps organizations fulfill their missions while creating U.S.-based jobs for people who are blind.

Call Center Capabilities

- 24/7 Support
- Inbound/Outbound Support
- Multi-Channel Centers
- Back Office Handling and Fulfillment
- Standardized Training Curriculum
- Bilingual and Multi-Language Support
- Cloud or On-Premises Capabilities

Call Center Differentiators

- 75+ years of experience
- Nationwide footprint
- Highly skilled, low turnover workforce
- ISO 9001/2008 certified
- Meets HIPPA standards
- Custom solutions
- Competitive pricing

Call Center Operations NAICS Codes

- 561421 561422 541612 524114

CLIENTS AND PAST PERFORMANCE

U.S. Air Force Mobility Command (AMC) Switchboard

Handle inbound calls from military personnel

- Combined 17 switchboards to one centralized call center for AMC/ACC
- Reduced call volume from 4 million to 2.4 million annually
- 80% of calls answered in 30 seconds or less; 99% answered within two minutes
- 24/7 operation
- Consolidation resulted in \$5 million in savings for the Air Force
- Performed work since 2002



U.S. Department of Transportation (DOT), Federal Motor Carrier Safety Administration (FMSCA)

Handle inbound and outbound calls from new entrant drivers registering with DOT for safety training/inspections

- Bilingual call center support
- 80,000+ inbound calls handled annually
- 30,000+ outbound calls placed annually
- Exceed customer quality goal of 90% with 98% every year
- Performed work since 2011



U.S. Environmental Protection Agency (EPA) – National Lead Information Center

Information center for questions from federal, state and local governments, the general public, and private sector about lead-based paint and lead poisoning

- Multi-channel call center – inbound calls, letters, fax, and email requests
- Multi-lingual support
- 100,000+ contacts handled annually
- 1.2 million documents fulfilled annually by back office

