



Case Study: How Lighthouse Enterprises Helped Advocate Health Care Scale Its Wellness Program

A 14-year partnership built on service, tech innovation, and healthier outcomes.

Industry: **Healthcare**

Services: **Contact Center** **Tech Integration** **Wellness Support**



“Every call is an opportunity to guide someone toward better health.”

“Together, we’re building a healthier future—one conversation at a time.”

+50% Growth

Program participation increased by half.

300-400 Calls/Day

Per-agent outbound volume.

14+ Years

Partnering with Advocate Health Care since 2011.

System Integration

Advocate’s CORE 2.0 system + LE’s own platform.

Expanded Reach

From Illinois to support in Wisconsin & Southeast.

Multi-Client Growth

New contracts & wellness programs.



Customer Service

Navigation & reminders

Password help

Tobacco surcharge support



Tech Integration

CORE 2.0 syncing

Custom-fit platforms

Amazon Connect rollout



Growth Support

Scaled wellness programs

Added external organizations



Expansions

Helped expand workforce

Supporting regional launches

Ready to scale your wellness or support program?

Contact Sales Today

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