



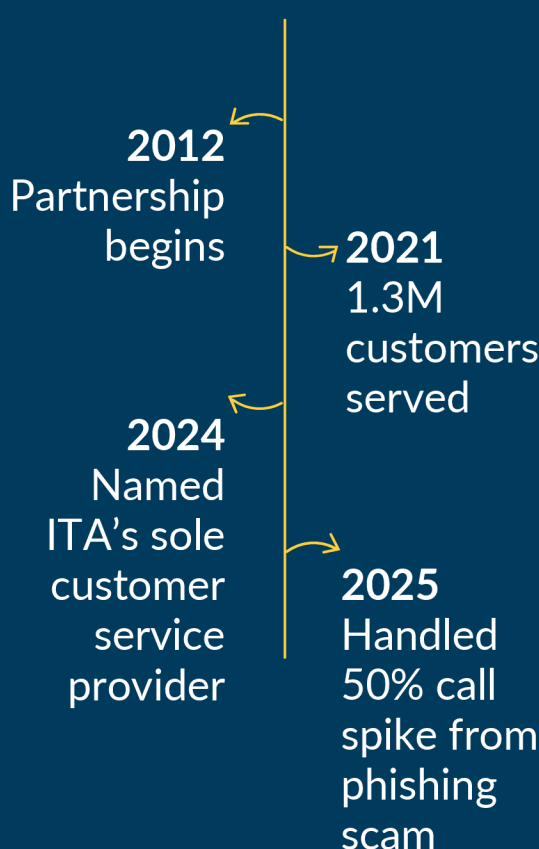
Case Study: How Lighthouse Enterprises Helped The Illinois Tollway Authority (ITA) Support Service Growth with a Mission to Hire Inclusively

A 13-year partnership built on service, scale, and shared values

Industry: **Transportation**

Services: **Call Center - Bilingual**

Staffed Agents: **363**



“
...the Customer Service Call Center, which we manage for the Illinois Tollway, now employs over 300 people, more than half of whom are blind, visually impaired, otherwise disabled or Veterans.

2.5 Weeks of classroom instruction on ITA's phone call processes



Hands-on training with ITA systems and tools

FROM **5%** TO **50%**

Increase in blind, disabled, and Veteran staff



Cost savings due to remote operations & reduced equipment

SOS

Recognized by the Illinois Secretary of State

***999**

Contract awarded as a result of our trusted ITA partnership



Bilingual Support

Skills-based routing in English & Spanish

Eliminated need for outside translators



Tech Integration

Agents trained directly on Twilio and SAP

Automation built in at launch to streamline operations and reduce manual strain



Customer Call Support

Our ability to respond quickly is a direct result of deep integration with ITA's workflows.

- I-PASS account inquiries
- Initial transponder support
- Activation of new sticker tags
- Violation notices
- Password resets
- Credit card payments
- Updates to customer contact info
- Account verifications

Looking for a call center partner that reflects your values and adapts to your needs?

Contact Sales Today

LIGHTHOUSE ENTERPRISES

Powered by The Chicago Lighthouse

(312) 447-3259

<https://lighthouseenterprises.org>