



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

LIGHTHOUSE ENTERPRISES

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