



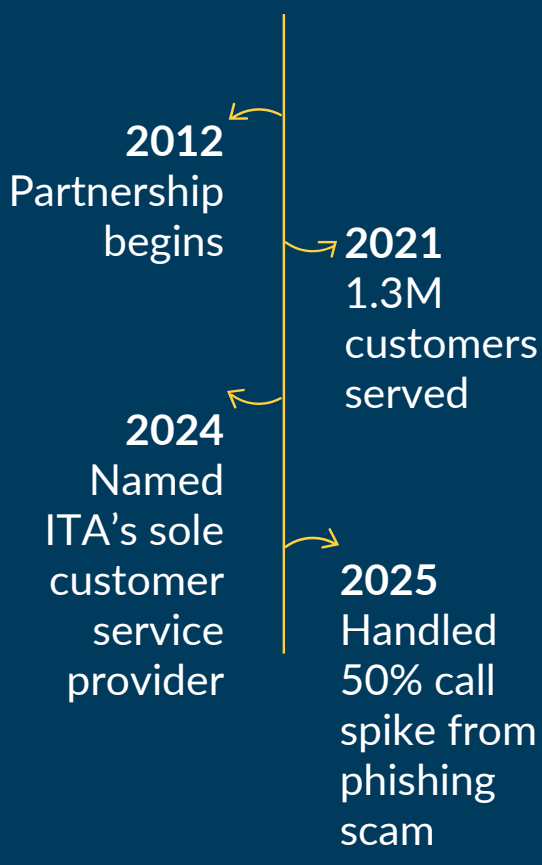
# Case Study: How Lighthouse Enterprises Helped The Illinois Tollway Authority (ITA) Support Service Growth with a Mission to Hire Inclusively

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?

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