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FOR IMMEDIATE RELEASE

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FENERO ANNOUNCES PARTNERSHIP WITH LIGHTHOUSE WORKS, HELPS PROVIDE JOBS FOR THE VISUALLY IMPAIRED VIA ITS CONTACT CENTER SOLUTION

Lighthouse Works' employees, many of whom are legally blind or visually impaired, will use Fenero's online platform to provide efficient and reliable outsourcing contact center services for companies in Florida.

ORLANDO, FL, JULY 27, 2015— Miami-based contact center software provider, Fenero, today announced its new partnership with Central Florida nonprofit, Lighthouse Works. Lighthouse Works' employees, many of whom are blind or visually impaired, will use Fenero's cloud-based platform to provide efficient and reliable outsourced contact center services for companies based in Florida.

Lighthouse Works is a social enterprise that provides employment for people with visual disabilities, and offers businesses a socially-responsible, scalable business process outsourcing (BPO) solution. Its world-class call center services currently provide support to companies in the healthcare, hospitality, travel and apparel merchandising industries.

"Lighthouse Works' wide range of businesses provide job training, employment and career opportunities for the advancement of people who are blind and visually impaired; our business lines exist to forward and fund the mission of Lighthouse Central Florida, which is, 'living, learning and earning with vision loss,'" said Lee Nasehi, President & CEO of Lighthouse Works and Lighthouse Central Florida. "The cloud-based telephony solution that Fenero offers puts us in a competitive and advantageous position to fully realize these goals."

With this partnership, the Orlando-based Lighthouse Works will use Fenero's complete cloud-based contact center software at a heavily discounted rate. Fenero's cloud-based platform allows businesses to deal with their contact logistics via a web browser solution, enabling companies to easily manage and deploy a customer contact center by just signing up. The solution can be managed within Fenero's public cloud contact center or operated in a privately managed cloud contact center.

In addition to reducing costs, the partnership also allows Lighthouse Works to virtually eliminate ongoing systems maintenance and provides the flexibility to scale the service up or down, depending on the organization's needs. As a result, Lighthouse Works will be able to deliver better service and significantly lower its overhead, thereby increasing its ability to provide more employment opportunities.

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“By applying Fenero’s all-in-one contact center platform Lighthouse Works can now offer a better service for its own clients, increase its overall customer base, and provide more employment for the visually impaired in the Orlando area,” says Fenero CEO and Founder Marlon Williams, who previously managed the contact center technology operations for a large outsourcing company for 10 years. “We are excited about the possibilities of this partnership and fully support the valuable employment that Lighthouse Works provides for the disabled community in our state.”

As high unemployment rates for the disabled persist throughout the country, partnerships such as this one can put a dent in the numbers. According to the National Federation of the Blind, only 37.7 percent of U.S. working age adults reporting significant vision loss were employed in 2012. Helping overcome this employment gap is a core mission of Fenero. The company also works with the Miami Lighthouse for the Blind and SCC Services Group to up-skill the visually impaired by providing a contact center service technology training program.

Fenero’s unique cloud-based solution gives users a suite of applications for managing their contact engagement, including automated call distribution (ACD), manual, preview, and predictive outbound dialing, as well as interactive voice response (IVR), live customer chat and email routing. The contact center solution also supports quality assurance features, call recordings, browser-based screen recording integrated with quality auditing, and detailed performance reporting.

ABOUT FENERO

Founded in 2013 and based in Miami, Fenero is a provider of licensing-free cloud communications technology solutions for contact centers of all sizes. Its mission is to deliver the most affordable, agile and secure solutions to streamline customer and business interactions. In today’s environment, all businesses require some form of contact management strategy to support their organizations. These strategies include building service business units to handle customer support and organizing proactive outbound communications to current and prospective customers. Fenero Contact Center addresses these needs by providing software solutions to help organizations manage their multi-channel operations from anywhere in the world simply using a Web browser. User sign up and call/data storage is 100 percent free, only having to pay per call/email/chat charges.

ABOUT LIGHTHOUSE WORKS

Established in 2011, Lighthouse Works is a social enterprise non-profit, which means its businesses exist to forward and fund their mission of living, learning and earning with vision loss. Through their wide range of businesses, they provide job training, employment and career opportunities for the advancement of people who are visually impaired. Lighthouse Works operates as a subsidiary of Lighthouse Central Florida—Central Florida’s only private, non-profit agency offering a comprehensive range of services to people living with sight impairment in Orange, Osceola, and Seminole Counties. Lighthouse Works is affiliated with the National Industries for the Blind (NIB)—the nation’s largest employment resource for people who are blind. Additionally, the organization operates in partnership with the AbilityOne Program to secure quality product services to the federal government at fair market prices. To learn more, please visit: www.lighthouseworks.org.

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