



Giving Vision a Voice: Championing Diversity and Opportunity at BSD Enterprises

Recent data shows, 8% of people age 16–64 with vision difficulty were unemployed, compared with 4% of people ages 16–64 without vision difficulty.

OUR MISSION

Provide best-in-class client call center services to organizations that result in empowering Delawareans who are blind, visually impaired, disabled and/or veterans through providing employment opportunities that enhance their quality of life and support independent living.

OUR PURPOSE

BSD Enterprises addresses the critical challenge of unemployment and underemployment among the visually impaired, disabled, and economically vulnerable populations. By offering world-class customer care contact center services, the organization not only provides sustainable employment opportunities but also fosters diversity, equity, and inclusion within the workforce

OUR COMPANY

BlindSight Delaware and The Chicago Lighthouse have combined their more than 200 years of contact center experience to form a new entity, BSD Enterprises, to empower people who are blind, visually impaired, disabled and/or veterans in Delaware and throughout the East Coast by providing employment opportunities. Out of our 500 agents, 30% are with disabilities and/or veterans.

OUR CAPABILITIES



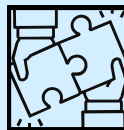
TURN KEY CONTACT CENTER

A turnkey-solution for your contact center challenges of scaling, staffing, hold time, and management. An opportunity to elevate your commitment for diversity and inclusion. Expertise and experience in contact centers



PROVEN PERFORMANCE

Over the last 10 years, we handled over 6.5 million calls and answered 80% of calls within 20 seconds. We are able to maintain a lower staff attrition rates than the industry standard. providing more cost effective and consistent agent performance. We do this while enhancing diversity and Inclusion



STRONG PARTNERS

Supported by:

- Longwood Foundation
- Delaware Economic Development
- DE Prosperity Partnership – DPP
- Delaware Department of Labor
- Welfare Foundation
- Laffey-McHugh Foundation