



Meeting the Demands of Today's Local Governments

BSD Enterprises

We are a non profit organization dedicated to improving the quality of life for people who are blind, visually impaired, disabled, and Veterans in and around Delaware.

The Service Experience Matters

2X Dissatisfied customers are 2 times more likely to contact the call center 3 or more times if dissatisfied with their service.

9X Public Customers are 9 times more likely to trust their local government if satisfied with their experience.

2X Dissatisfied public customers are 2 times more likely to voice their displeasure on social media, personal networks, or calls to their local representative.

Source: McKinsey Quarterly - Local Governments Getting Serious ABOUT Customer Experience



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THE CHALLENGE



In today's landscape, citizens and businesses expect efficient, engaging, and effective service from their local governments. However, meeting these demands presents challenges such as long hold times, multi-channel engagement, and turnover in the public sector.

THE BSD ENTERPRISES SOLUTION



Enhanced Caller Experience

Our team of contact center professionals specializes in improving caller experience within the public sector.

Customized Self-Service Options

Utilizing IVR treatments, we offer tailored self-service options to streamline processes.

Designated Team

Our designated team ensures familiarity with your organization, customers, and procedures.

Consistency and Capacity

With Blindsight Delaware, expect consistent and scalable service efforts to meet growing demands.

Reduced Turnover

Our turnover rate is less than 50% of the industry average, thanks to our social enterprise model. This ensures your service levels remain stable and your team is stable.

Social Impact

Over 30% of our team is comprised of individuals who are blind, visually impaired, physically handicapped, or veterans, contributing to their employment and empowerment.

WHY BSD ENTERPRISES?

At BSD Enterprises, we're not just a solution; we're a mission-driven partner committed to improving public service delivery while creating meaningful opportunities for underrepresented populations.