



## **Alpine Access Expands Relationship with NTI to Hire Hundreds of Americans with Disabilities**

*Forward-thinking partnership creates valuable work-at-home career opportunities with plans to hire over 250 NTI Certified™ disabled contact center agents*

Boston, MA ([PRWEB](#)) October 26, 2011 -- Alpine Access, Inc., the premier provider of virtual contact center solutions and services, has designated NTI, a disability organization that places Americans with disabilities in work-at-home jobs, as a preferred referral partner for high-quality employee candidates. Together, Alpine Access and NTI will be recruiting and training an initial group of over 250 disabled Americans to support Alpine Access' clients, with even more expansive hiring plans expected in 2012. Alpine Access made this decision after working closely with NTI for more than six years, jointly operating the Forms and Publications at-home contact center program for the Internal Revenue Service.

The targeted hiring drive represents welcome news for the nation's disabled population. According to the U.S. Census Bureau and the Department of Labor, over 41 million Americans currently deal with the challenges of disability, including an unemployment rate in excess of 72%. In addition, 13 million Americans have a "go-outside-the-home" disability which prevents them from pursuing traditional employment. The partnership between Alpine Access and NTI will bring valuable home-based jobs to a group of highly-skilled people who have historically been disadvantaged in pursuing professional work opportunities.

"A key part of Alpine Access' vision is to transform how and where the world works. Our virtual model brings the work to the employees, rather than the old approach of forcing employees to come into an office," commented Chad W. Lyne, VP of Strategy at Alpine Access. "While this innovative approach has allowed us to provide meaningful careers for over 5,000 home-based employees, it is also particularly well suited for the disabled workforce that NTI serves. We have worked with NTI over the past six years and have witnessed first-hand the professionalism, dedication, and quality of their agents, making it an easy decision to expand our partnership with them."

NTI is encouraged that forward-thinking organizations like Alpine Access see both the business and social value of employing hard-working disabled Americans. Commenting on the partnership, M.J. Willard, NTI's Executive Director said, "Our relationship with Alpine Access confirms that people with disabilities perform as well as those without. Callers want customer service agents to treat them respectfully and professionally, and to resolve their problems. The NTI selection and training process equips our agents to do that, and there's no charge for the American accent," she adds, referring to an advantage over offshore agents.

About NTI:

NTI, a 501(c)(3) non-profit disability organization, pioneered staffing virtual call centers with Americans with disabilities who work from home. It provides highly qualified "NTI Certified™" American-speaking agents to both commercial and government organizations, such as the IRS. For more information, visit <http://www.NTIcentral.Org>.

About Alpine Access:

Alpine Access is redefining the contact center industry through its virtual outsourcing services and solutions. Founded in 1998, Alpine Access powers the customer service and technical support operations of many leading



international brands through over 5,000 work-at-home professionals across the U.S. and Canada. The company also offers a robust suite of distributed workforce solutions and capabilities, including SaaS-based recruiting and eLearning platforms, security solutions in the cloud, and consulting services. Rated the #1 contact center and CRM outsourcer for client satisfaction by the Black Book of Outsourcing, Alpine Access' clients include respected Fortune 1000 companies in the financial services, communications, technology, healthcare, retail, travel and hospitality sectors. For more information, visit the Alpine Access website at <http://www.alpineaccess.com> or call 1-866-279-0585.

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