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## **Is there really such a thing as a legitimate work from home job?**

*Yes, says InfoCision, who is bringing these jobs into Cleveland area homes*

**Akron, Ohio, April 22, 2008** – If you were to receive a phone call from InfoCision employee and Fairview Park resident, Michael Berwald, you would never know that he is legally blind and uses a special voice output screen reader called JAWS® to “read” his calling script. But with advances in technology and the internet, people like Michael, who are talented and hard working, can find good paying jobs working right from their own home.

Or Haddy Hughes, a Warrensville resident, who helps national non-profit organization’s recruit volunteers while her youngest naps and her older children are at school.

Mike and Haddy are part of a growing number of teleservices representatives who, rather than commuting to an office, work from the comforts of their homes and set their own schedules. According to communications network provider Avaya, an estimated 151,000 home based agents currently work in the United States and they predict that number to double to 330,000 by 2010.

Homeshoring, as the industry refers to it, is gaining ground in the teleservices industry and InfoCision, headquartered in Akron and the second largest privately held teleservices company, is tapping into a growing pool of talented and hard-working individuals who are eager to work, but having difficulty finding quality jobs. Whether physically disabled, caring for children or a sick or elderly relative or unable to drive to a brick and mortar job, these individuals who want or need to work from their homes represent a rapidly growing demographic.

“When I was pregnant with my fourth child my husband and I decided it was time for me to stay home. I was searching for work-at-home jobs and saw InfoCision’s ad on-line in the Plain Dealer. I wasn’t sure if it was for real because there are so many work-at-home scams out there but I researched the company and when I went to my first training I knew it was for real,” said Haddy.

Haddy, who’s been with InfoCision for almost a year, works the morning shift, part-time and loves what she does. It gives her the freedom to live her life but also to bring in extra money for her family. “The supervisors are so understanding. If I need to run to my child’s school or to a doctor’s appointment it’s OK,” she said.

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Mike, who is legally blind and recovering from a neck injury, also works part-time. Celebrating his one year anniversary in July, Mike attributes his success at InfoCision in part to the fact that JAWS has been scripted to work with InfoCision's programs. Mark Tudela, who was contracted by the Bureau of Services for the Visually Impaired, works with Mike and InfoCision's other visually impaired employees using JAWS. Currently InfoCision employs six visually impaired people who all use the program.

JAWS is what's called a voice output screen reader. The software includes a speech synthesizer and sound card that reads from the screen out loud. Mike uses a dual headset with the phone in one ear to listen to the donor and JAWS in the other ear to listen to the script. He uses the function keys to navigate through the script.

Mike said he has never used JAWS in this way before and admits that it took some getting used to. He also uses JAWS to read emails from his supervisors and to chat online with his co-workers.

Recognized as the 4<sup>th</sup> Best Employer in the state of Ohio by the Ohio Chamber of Commerce, InfoCision's work at home employees receive the same great benefits as the traditional employee. Some of the requirements to work from home include owning a computer that meets the following requirements: A 17-inch monitor or one with resolution of 1024 x 768; DSL or cable high speed internet access, Windows 2000 or XP. In addition, individuals need to have a valid e-mail address and a home phone line.

#### **About InfoCision:**

Founded in 1982, InfoCision Management Corporation is the second largest privately held teleservice company and is a leader in customer care services, commercial sales and marketing for a variety of Fortune 100 companies and smaller businesses. InfoCision is also a leading provider of inbound and outbound marketing for nonprofit, religious and political organizations. InfoCision operates 33 call centers at 13 locations in Ohio, Pennsylvania and West Virginia. For the third consecutive year, InfoCision has been named one of the top [ten best employers](#) in Ohio by the state chamber of commerce. For more information on InfoCision please visit [www.infocision.com](http://www.infocision.com).

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