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## Microsoft teams with Orion to deliver Disability Answer Desk services, support Impact Sourcing.

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Orion Industries is pleased to report on the success and provide an update on its' unique partnership with Microsoft. Since 2013, Orion employees have been providing technical support for users of Microsoft software and its accessibility features by staffing Microsoft's Disability Answer Desk. In their work, the Orion specialists answer customer questions via the support line providing assistance using telephone and chat. Both Microsoft and Orion have specialists with disabilities providing assistance in American Sign Language via video chat.

"This partnership is all about expert Orion staff who share common ground with their customers, an intentional act of impact sourcing and leveraging technology to empower people with disabilities on both sides of the call," said John Theisen, Orion President & CEO.

Oliver is one of those experts. *"It feels like I am really making a difference while providing an important service for Microsoft customers. For many callers who use our services it has become an invaluable resource for learning more about ways to navigate and fully utilize the features of their Windows operating system."* Since Oliver began providing professional help desk support for Microsoft at Orion, he has assisted more than 2,000 people.

Providing quality customer service is the cornerstone to Orion's success. Feedback shows the Disability Answer Desk service is valuable and helpful. Said one customer, *"I am blind and this is the first time I have used your services. I usually can figure things out for myself, but this time I had a problem that I could not resolve. I was not able to get any solutions from anyone else I know. So, I called your help desk. The assistance I received was excellent in every sense and I will not hesitate to utilize it again when I am in a situation I cannot resolve!"*

*"Our staff works extremely hard to meet the rigorous quality and delivery demands of the contact center industry while at the same time mentoring individuals with barriers to employment and preparing them for competitive employment. We thank Microsoft for the opportunity they have given us that has allowed us to develop one of the most unique help desk support centers in the world,"* said John Theisen, Orion President & CEO.

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*“We are delighted with the service provided by Orion employees, which is making a difference to Microsoft’s customers with disabilities and helping us meet our mission of empowering every person on the planet to achieve more,” said Tim Hopper, Microsoft Responsible Sourcing Manager. “Our work with Orion is just one example of our approach to impact sourcing. We believe we can have a positive impact throughout the world by providing employment opportunities to qualified workers that are under-represented.”*

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### **More about Orion Industries**

Founded in 1957 as a vocational program for students with disabilities, Orion Industries is headquartered in Auburn, WA, where its three divisions, aerospace manufacturing, contact center services, and the training and employment division offer job training through mentorship programs.

Orion’s aerospace manufacturing enterprise supplies precision machined parts and sub-assemblies to aerospace customers throughout the world. Orion is certified to the international aerospace manufacturing quality standards ISO 9001 and AS 9100, and is the recipient of the Boeing 2011 Supplier of the Year award.

Orion’s contact center services division features an outsource contact center that prepares program participants for careers in the customer contact industry. Its foundational operations program was developed to create a contact center employing people with disabilities that operate using recognized industry best practices.

Orion’s training and employment division offers skills training using Orion’s aerospace and contact center services divisions as platforms. The Orion training and employment division also offers training in their office skills and customer service programs, and supports individuals in achieving their goals through mentorship, job placement and job retention services.