

CENTURIONCARES BRINGING AUTOMATED EFFICIENCY TO WACO HOUSING EFFORTS

TAMPA (November 1, 2016) – Providing affordable housing programs in a busy community like Waco, Texas is important and rewarding work, though not without its daily frustrations and redundancies. Since 2013, Tampa-based CenturionCARES, Inc. has been helping Waco Housing Authority alleviate those redundancies by automating their communication process, resulting in higher staff productivity and satisfaction as well as enhanced service experiences for housing applicants and participants.

The CenturionCARES IVR integrates seamlessly with HAB Housing Software Solutions to offer the convenience of 24/7 self-service menu options providing real time information through the HAB core software. By offloading redundant inquiries such as wait list status - anxious applicants may call several times a day - call volumes have been lowered and agents are able to provide more valuable and satisfying customer services.

At Waco, “Our motivation was automation – we needed to move the time spent with answering these calls away from our main switchboard, and the IVR has made all the difference” said Jonathan Young, ITS System Administrator. “We also enjoyed working with CenturionCARES from an IT Department perspective as they made the process so streamlined.”

The cost-effective efficiency and customer service enhancements delivered by CenturionCARES IVR and CARES Contact Center Solutions have aided numerous housing agencies nationwide, earning a unique position of trust within the industry. “Our partners completely understand the work we do and we take that responsibility very seriously. We are very selective on how we leverage our brand and our reputation and who we choose to recommend and endorse. One of those companies is CenturionCARES,” said Mike Juran, President of HAB Housing Software Solutions.

About Waco Housing Authority

The Waco Housing Authority & Affiliates is committed to providing decent, safe and sanitary housing to the residents of Waco and McLennan County, Texas and the surrounding areas. First established in 1938, the authority serves the needs of thousands of Wacoans with 902 units of public housing, and 2130 eligible families and individuals participating in the rental assistance program. The PHA continually strives to maintain and improve its public housing and expand its rental opportunities.

About HAB

For over 30 years, HAB has fostered close customer relationships that provide innovatively simple housing management software solutions. From installation, to training, to customer-focused solutions, HAB works with housing authorities to ensure that the software meets the needs of the organization. HAB Housing software applications are fully integrated, so processing information is made easy. Visit www.habinc.com to discover HAB’s “first name basis” customer service.

About CenturionCARES, Inc.

CenturionCARES designs advanced automated solutions that enable organizations to optimize their communications infrastructure and deliver enhanced member services. For over 36 years, CARES Contact Center solutions (including ACD, IVR, Outbound Notification, Predictive Dialer, Password Reset) have helped drive heightened efficiency and service experiences for hundreds of housing authorities and government agencies, financial institutions, public and private utilities, and SMBs nationwide. CenturionCARES is headquartered in Oldsmar, Florida with engineering and support facilities in Waukesha, Wisconsin. Please call 727-431-5300 or visit www.CenturionCARES.com for information.