



**FOR IMMEDIATE RELEASE**

## **Bill Hardy Named ILD Telecommunications Director of Call Center Operations**

**PONTE VEDRA BEACH, FL September 22<sup>nd</sup>, 2009** — ILD Telecommunications has announced the appointment of Bill Hardy as Director of Call Center Operations. Hardy will oversee the call center efforts of ILD Telecommunications, including its three divisions: ILD Teleservices, RollCall Business Conferencing and Intellicall Operator Services. Hardy has been tasked with streamlining the company's call center functions with an emphasis on customer care, operational effectiveness, and cost efficiency.

Hardy brings more than 20 years of professional experience to ILD, with broad expertise in strategic and tactical management, technology, business process, and call center operations. He was most recently Senior Consultant with M2 Consulting in San Francisco, where he managed a nationwide project for a membership organization of some two million members.

A leader in the payment processing industry, ILD Teleservices (<http://www.ildtelecom.com/payments.html>) provides a wide variety of merchants with alternative payment solutions and services such as LEC billing, Direct Billing, Credit Card Processing, Automated Clearinghouse processing, and Phone Billing, as well as a variety of risk management and fraud prevention services.

RollCall Business Conferencing (<http://www.ildtelecom.com/conferencing.html>) provides premium audio conferencing and web collaboration tools for more than 100,000 users, enabling international toll-free origination from more than 50 countries. RollCall's scalable service seamlessly handles all variety of corporate conferencing needs, from small sales calls to operator managed investor relations calls with thousands of participants.

ILD Telecommunication's third business unit, Intellicall Operator Services (<http://www.ildtelecom.com/outsourced.html>), offers a suite of onshore outsourced operator services in state-of-the-art call center facilities throughout the United States, serving a wide range of clients in the hospitality industry, as well as inter-exchange carriers (IXCs), Regional Bell Operating Companies (RBOCs) and numerous other organizations.

### **About ILD Telecommunications**

ILD Telecommunications, Inc. has offices in Dallas, San Antonio, Atlanta, Jacksonville and Fort Lauderdale, with corporate headquarters in Ponte Vedra Beach, Florida. ILD operates with more than 300 employees and over \$100 million in annual revenues. Since 1996, ILD Telecommunications, Inc. has helped US businesses maximize productivity and improve costs in the areas of payment processing and clearing, outsourced operator and call center services and teleconferencing and web collaboration solutions. For more information on ILD, visit [www.ildholdings.com](http://www.ildholdings.com).

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