



## Seasoned Contact Center Executive Joins ILD Corp. to Further Fuel Growth

***Contact Center industry veteran Eric Sherman to lead strategic business development and marketing strategies for tenured national outsourcer***

April 10, 2012 - Ponte Vedra Beach, FL - [ILD Corp.](#), a global leader in digital back office and contact center solutions announced today that [Eric Sherman](#), formerly of Global Response, has joined the company as its Vice President of Business Development. Sherman will oversee sales and marketing and will be responsible for managing ILD's Outsourced Services business objectives.

"As communications continues to evolve, and we explore new growth opportunities, we are adding industry thought leaders to our team," said ILD Corp. Chairman and CEO Mike Lewis. "With his proven sales and marketing leadership in call centers and multi-channel contact centers, Eric understands the key trends in this market, so we are very excited to have him join the ILD team."

President and COO of ILD Corp., Dennis Stoutenburgh added, "We welcome Eric to the ILD team. ILD remains committed to offering our customers the most robust suite of contact center options, and with Eric's wealth of experience and insight, we look forward to growing our outsourced services business."

"I'm also truly delighted to welcome Eric to ILD's Outsourced team. His business development, sales and marketing experience is already proving instrumental in our strategic planning process, so our next step as an organization is thrilling. We're in a unique position to help companies solve some of its most pressing outsourcing problems and we see strong demand from companies who value the experience, insight, trust and sense of partnership inherent to ILD's core values," added Robin Collins, Senior Vice President Operations, [ILD Outsourced Services](#).

"Thanks. This is certainly an exceptional time to join ILD. We're transforming ILD's contact center business to offer more fully integrated social media solutions and lead generation services, which helps companies significantly increase the value of each contact and further drive efficiencies in the process," said Sherman.

Eric Sherman brings ILD more than 20 years of sales and marketing expertise in customer relationship management, including call centers and multi-channel contact centers, offering valuable insights and strategies. Sherman has developed contact center solutions for both large established businesses and early stage eCommerce companies, and understands the growth challenges businesses face. His successful track record includes a unique blend of operations, sales and marketing and years of call center solution experience with Xtursion, Global Telesourcing, Inpulse Response Group, The Faneuil Group and InfoCision Management Corporation.

## About ILD Corp.

ILD Corp. has offices in Dallas, San Antonio, Atlanta, Jacksonville and Fort Lauderdale, with corporate headquarters in Ponte Vedra Beach, Florida. ILD operates with more than 200 employees and \$80 million in annual revenues. Since 1996, ILD has helped US businesses maximize productivity and improve costs in the areas of payment processing and clearing (ILD Teleservices), teleconferencing and web collaboration solutions (RollCall Business Conferencing) and outsourced call center services (ILD Outsourced). ILD is part of the INC 5000 list and has also been named one of the Best Companies to Work for by Florida Trend Magazine. For more information on ILD, visit [www.ildcorp.com](http://www.ildcorp.com).