



Making support accessible

Open your doors to the blind and visually impaired community with a Be My Eyes partnership.



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PANTENE



How many people need visual support?

 **United States**

26.9 million

American adults age 18 and older report experiencing vision loss

7.2 million

adults ages 16–75+ report having a visual “disability”

63%

unemployment among working age adults with significant vision loss (USA)

 **Globally**

2.2 billion

people around the world have a vision impairment or blindness

1 billion

of those people have a vision impairment that could have been prevented or has yet to be addressed

89%

of vision impaired people live in low and middle-income countries



Be My Eyes:

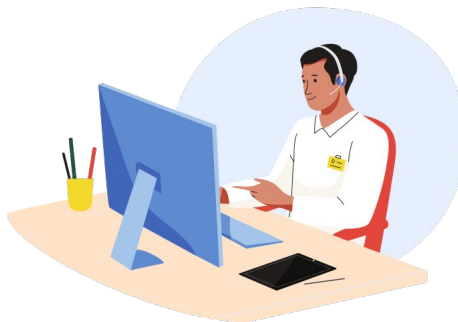
Your entry point to accessible support

Be My Eyes is the best way to connect with the blind and low-vision community in your home country or around the world. Every day, we connect blind individuals to volunteers or professional support desks to get the help they need to live empowered, productive lives. And today, your organization can tap into this platform to improve usability,, grow your business and become more inclusive to all customers.



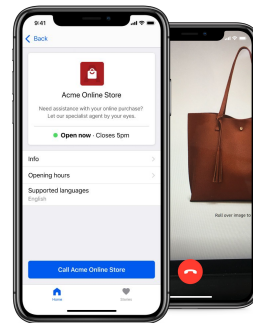
1

**Blind individual
requires assistance**



2

**Using Be Me Eyes, they
request help directly
from their phone**



3

**They're quickly
connected to a support
assistant from your
company**

What's in a Be My Eyes partnership?

- 1 Support the world's largest blind community**
Help keep access to sight free, for all visually impaired people, worldwide.
- 2 Powerful support software**
Equip your call center with intuitive video support tools to solve problems faster.
- 3 PR and Marketing resources**
We can help tell powerful, diverse stories about inclusion and accessibility.
- 4 Corporate volunteering programs**
Rally your employees around a shared mission of service and support.
- 5 Accessibility expertise**
Meet the accessibility and disability experts in our vast global network.



PANTENE



R N I B

See differently



Our Business Solutions

- 01
**Specialized
Help**
- 02
**Be My Eyes
for Work**
- 03
**Corporate
Volunteering**



Specialized Help

Public-facing video support

Customers

HOW IT WORKS

Use the Be My Eyes app to connect blind and low-vision users to your customer support representatives directly, where they can have their issue resolved through live video. This allows you to “be the eyes” of your customer – getting them the information they need, answering questions and solving issues faster than ever.

FEATURES



Consumer Facing App

Free, easy-to-use and already in the pockets of 200K+ visually-impaired users worldwide



Call Center Software

Cloud-based web application software includes support management tools and administrative dashboard



Direct, Flexible Connectivity

Your support team can answer calls in real-time and provide support during whatever open hours you choose

BENEFITS

- 1 Reach higher levels of customer satisfaction
- 2 Serve visually impaired customers faster and more efficiently
- 3 Boost your appeal within the sight loss community
- 4 Receive valuable and unique customer feedback



For example....

Google integrated Be My Eyes into their disability support desk and saw an immediate impact. Overall, Be My Eyes accounted for...

33%

of
Total Call
Volume

68%

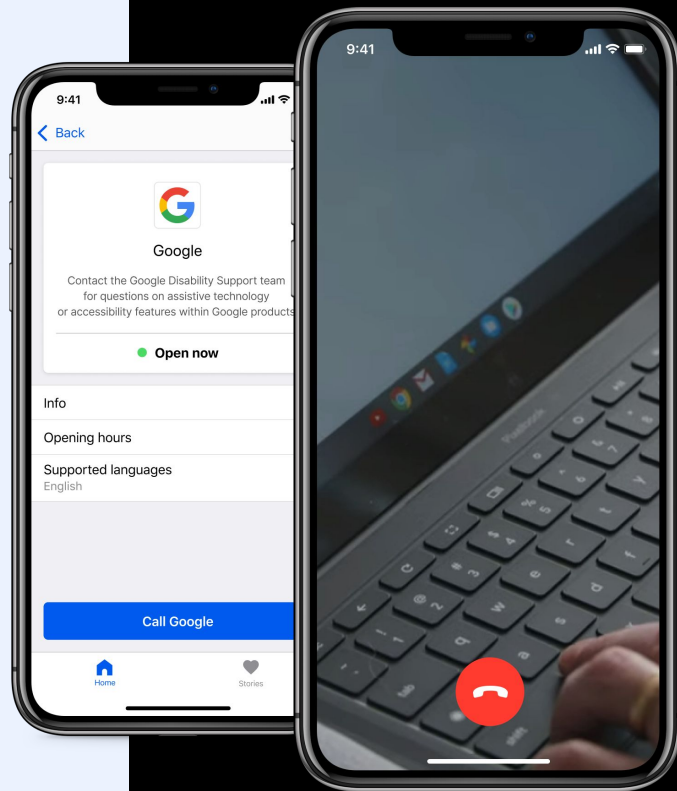
Shorter average handle
time compared
to phone

90%

Customer
Satisfaction
Rating

Mar 13, 2019 – [Read the full press release](#) ▶

Oct 23, 2019 – VIDEO: [Pete Eckert, Blind Photographer: An Accessibility Story](#) ▶



Be My Eyes for Work

Internal video support networking

Employees,
Students and
Members

HOW IT WORKS

Use the Be My Eyes app to create an exclusive support network between your company's internal services and your blind/low-vision employees. Employees can ping a large or small group of designated colleagues with the press of a button through the Be My Eyes app, initiating a video-call with relevant contacts in HR, IT, programmatic staff or other departments to quickly solve tasks that require visual assistance.

COMPANY BENEFITS



Attract Talent

Attracts the sizable talent pool of adults looking for inclusive workplaces



Improve Culture

Improves the diversity and accommodations offerings at your company or organization



Boost Efficiency

Reduces inefficiency by solving simple visual tasks quickly so that blind employees can remain productive and frustration free

EMPLOYEE BENEFITS

- 1 Improves employee productivity, independence and job satisfaction
- 2 Offers privacy and consultation for low-vision employees seeking help
- 3 Ensures an equal opportunity for all employees to succeed

Includes the same Be My Eyes assistant software platform, technical support and training offerings as Specialized Help solution.

Corporate Volunteering

Rally teams, engage stakeholders

Employees,
Clients and
Groups

HOW IT WORKS

Teams of all sizes can share an experience of volunteerism, across multiple locations and timezones. By simply downloading the Be My Eyes app on their mobile devices, your employees can lend their eyes to solve tasks big and small to help blind and low-vision people, sparking conversations about diversity, accessibility and living in an inclusive world.

COMPANY BENEFITS



Inspire Employees

Offer an inspiring experience that makes a real difference in people's lives



Foster better inclusion

Receive calls from an engaged community of blind and low-vision users



Customize & scale

Customize your program based on number of interested volunteers and relevant add-ons, including awareness and support training from our team

PLAN LEVELS

- 1 Volunteer casually as part of the larger Be My Eyes community
- 2 Mobilize for special “experiences” and volunteer days
- 3 Combine with Specialized Help or Be My Eyes for Work for max impact



BE MY EYES FOR WORK

Help Visually
Impaired **Employees**



Be My Eyes for Work

Internal video support networking

Imagine you're a blind user who is accustomed to living independently and managing your own life. You look up a company's Specialized Help profile and seek support when needed. For other day-to-day tasks, you receive help from volunteers using the general Be My Eyes request functionality.

Then one day you start a new job and everything changes. You need help navigating a file folder or going to the correct conference room for your first client meeting. You need assistance, but this time you're dealing with sensitive or company-specific information that standard Be My Eyes support can't handle.

Who could help when you want to maintain a sense of independence?

The solution is Be My Eyes for Work. Instead of asking coworkers for help, you're connected to a preset group of internal volunteers that can lend their eyes to your work-related tasks.

Handpick a group of people in your company and ask them to download the app. Our team takes care of the rest. Whenever a blind individual presses the "Be My Eyes for Work" button, they're routed automatically to a coworker that can assist in myriad ways.

EXECUTE

"Be My Eyes for Work"

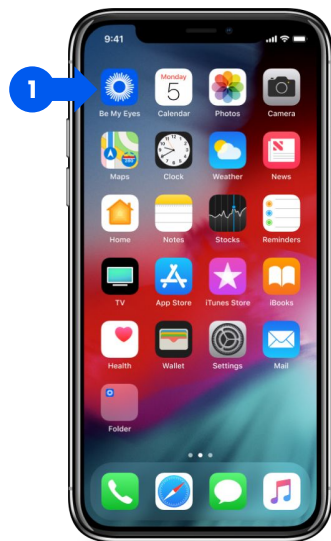
1. Identify internal volunteers and ask them to install the Be My Eyes app
2. Provide list to Be My Eyes team
3. Participate in Be My Eyes team training specific to your goals and company needs
4. Answer calls from blind employees as they're routed to the right place
5. Enjoy a more accessible workplace



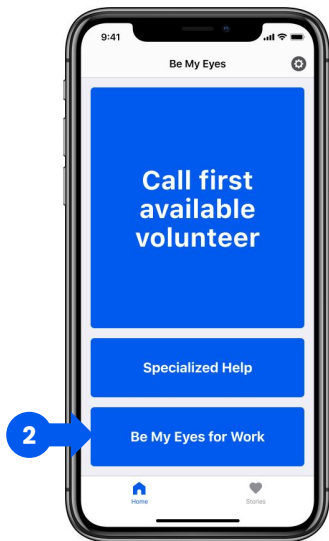
BE MY EYES FOR WORK

Be My Eyes for Work

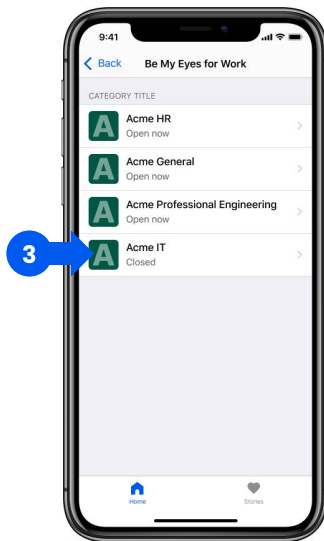
Here's how the process works for your employee, step by step.



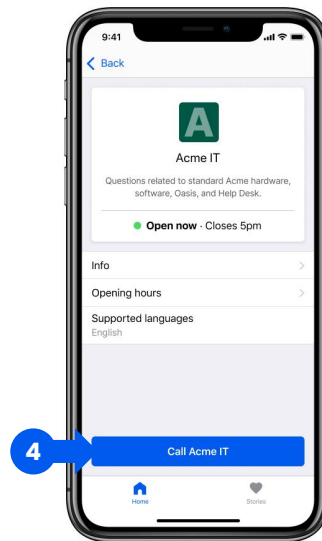
The Be My Eyes app works on iOS and Android devices.



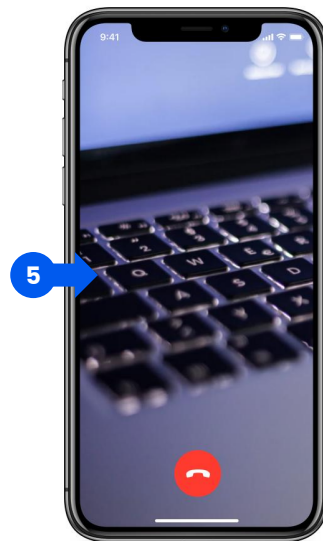
A simple home screen gets users to the support they need – fast.



The Be My Eyes for Work screen displays partner company profiles.



List offerings, link to resources and set support availability on your profile.



Calls are routed instantly to your call center or agents.

Be My Eyes Assistant: Call center software

Our call center tools allow customer support teams to answer Be My Eyes video calls in-browser or on a mobile device, monitoring satisfaction and performance.

1

Caller/agent
satisfaction

2

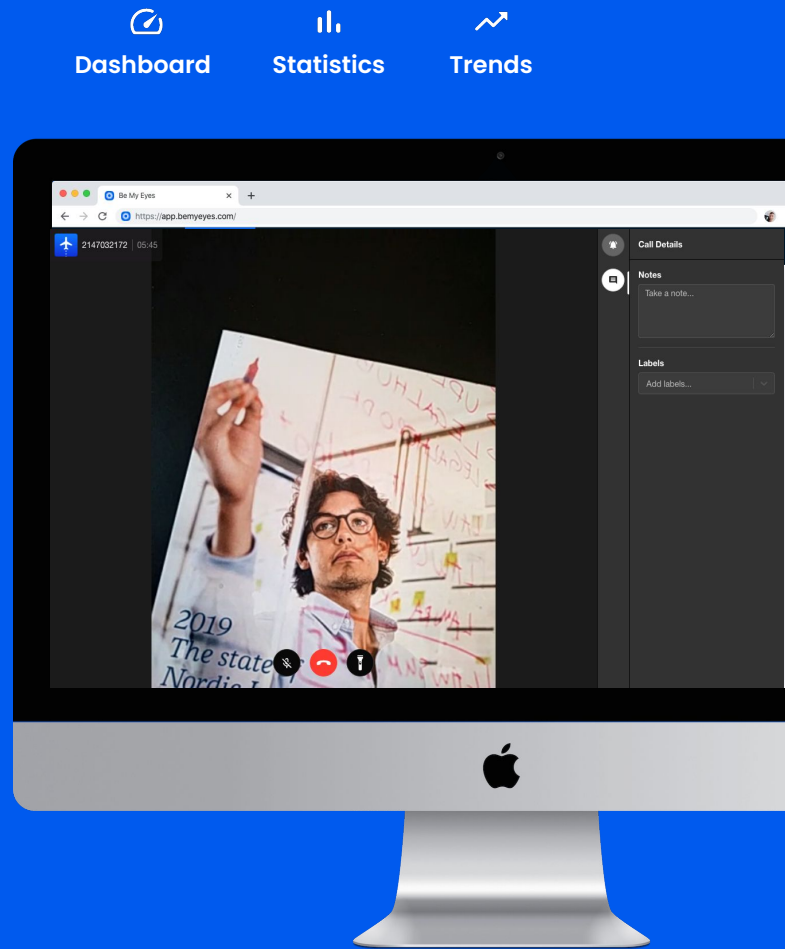
Calls by
country/state

3

Total in-call time

Privacy

- ✓ Be My Eyes app users can get help from **designated groups** of specialists, experts or volunteers within your organization.
- ✓ Callers accept additional Terms and Privacy Policies in-app before calls can be made
- ✓ Calls are not recorded or stored
- ✓ Private and secure, GDPR-compliant
- ✓ End-to-end encrypted connection





Choosing Your Be My Eyes Assistants

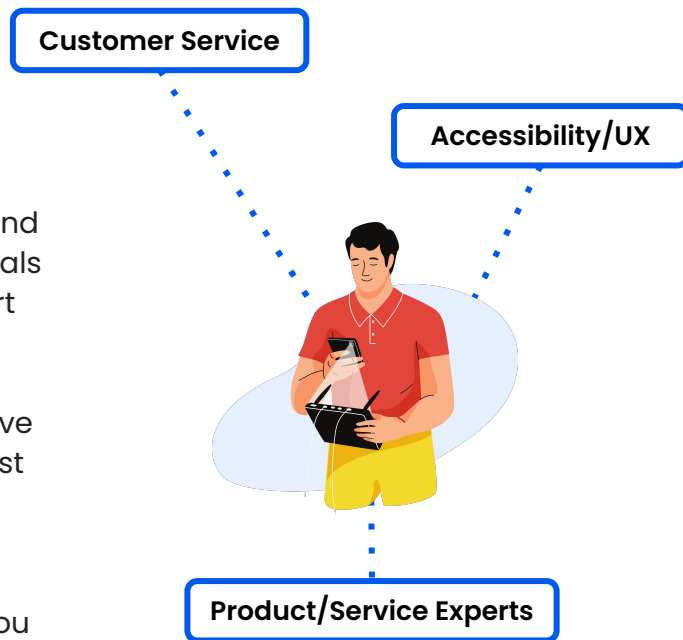
Whenever we present the process for how to get started at your organization, the number one question we receive is:

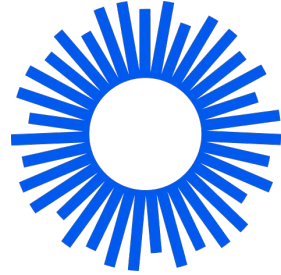
Who can be a Be My Eyes assistant?

The short answer is anyone at your company with product or service expertise and an internet connection. Officially referred to as “agents” and “managers” in our software platform, Be My Eyes Assistants are individuals at your organization who receive calls from our users and provide expert advice and service.

Often, who gets picked ultimately depends on where the support initiative is funded in your organization. You can use existing support reps with just a bit of additional training or get marketing employees on board and connected to the platform. Almost anyone can help.

We’d be happy to assist. As part of all onboarding processes, we help you identify and organize everyone in your company to get on the same page.





**be my
eyes**