

## Governor Haslam, Commissioner Rolfe Announce Allied Dispatch Solutions LLC to Establish Call Center in Sneedville

Gov. Haslam, Commr Rolfe announce Allied Dispatch Solutions selected to occupy state-funded call center in Sneedville TN for project 95

SNEEDVILLE, Tenn., February 15, 2018 (NewsWire.com) -

Tennessee Gov. Bill Haslam and Department of Economic and Community Development Commissioner Bob Rolfe announced today that Allied Dispatch Solutions LLC has been selected to occupy a state-funded call center facility in Sneedville as part of the State of Tennessee's [Project 95](#) initiative.



Allied Dispatch Solutions, headquartered in Johnson City, plans to create more than 100 jobs in Hancock County. The Sneedville facility, located in the Hancock County Industrial Park, will be available for lease at no cost to the company.

Project 95 combines resources from federal partners and state agencies to establish a holistic program to promote economic growth in Hancock County, which has ranked at or near the bottom of Tennessee counties in poverty rate, unemployment rate, per capita income and other economic indicators.

*"The State of Tennessee and the Department of Economic and Community Development should be applauded for making this a reality, Allied Dispatch Solutions is extremely excited about the opportunity in Hancock County. We believe that this will help us continue to grow by showing the value of our employees. Starting soon, individuals across America that need roadside assistance will be getting that help from motivated, educated and professional customer solutions specialists in Hancock County, Tennessee."*

— ANTHONY M. ROYER  
PRESIDENT & CEO, ALLIED  
DISPATCH SOLUTIONS

"The Project 95 initiative is helping us take on the various challenges facing Hancock County and set it on a course for sustainable economic growth well into the future," Haslam said. "Tennessee will lead in job growth and jobs are created when companies like Allied Dispatch Solutions put capital at risk. I thank the company for establishing operations in Sneedville and creating more than 100 jobs for the hardworking people of Hancock County, bringing us closer to making Tennessee the No. 1 location in the Southeast for high-quality jobs."

In August 2017, TNECD launched an open search for a company to establish operations

in Hancock County. Backed by a more than \$2 million investment, the department offered a nearly 18,000-square-foot call center facility in Sneedville to the company that was the best fit for Hancock County.

"There was interest from many companies during our search for a tenant in Hancock County," Rolfe said. "Allied Dispatch Solutions stood out with its impressive track record of growth in Northeast Tennessee. This is a local company that understands the region, treats its employees well and plays an active role in the community. In more than three years, Allied Dispatch has grown to employ roughly 350 people in Johnson City. I'm confident that Allied Dispatch Solutions believes in the importance of Project 95's mission in Hancock County and will have a profound impact on this community by putting its hardworking residents to work."

Founded in 2014, Allied Dispatch Solutions is one of the nation's leading roadside assistance companies. The company operates 24/7 and handles in excess of three million inbound and outbound calls per year. Allied Dispatch Solutions has partnerships with several national brands and offers customized roadside assistance service.

Allied Dispatch's new Hancock County facility coincides with its continued investment in Washington and Carter counties. In 2015, the company announced a major expansion to its [operations in Johnson City](#).

Allied Dispatch is in the midst of renovating the Kress building in downtown Johnson City, where the company will locate its corporate headquarters and 75 jobs. The company will maintain operations at its existing call center in the Carter County portion of Johnson City. Allied Dispatch's current facility there, based in the Borla Business Park, has grown to roughly 350 employees. For more information, visit Allied Dispatch Solutions' [website](#).

"The State of Tennessee and the Department of Economic and Community Development should be applauded for making this a reality," Anthony Royer, president and CEO of Allied Dispatch Solutions, said. "Allied Dispatch Solutions is extremely excited about the opportunity in Hancock County. We believe that this will help us continue to grow by showing the value of our employees. Starting soon, individuals across America that need roadside assistance will be getting that help from motivated, educated and professional customer solution specialists in Hancock County, Tennessee."

Project 95 is part of TNECD's long-term goal to eliminate all federally designated distressed counties in Tennessee by 2025. The Appalachian Regional Commission, USDA Rural Development and the Community Development Block Grant program through the U.S. Department of Housing and Urban Development have provided funding to support the construction and buildout of the call center, which began this month. Construction is scheduled to be completed in the fall of 2018.

During the construction of the Project 95 call center, Allied Dispatch Solutions plans to occupy a temporary location in Hancock County. Allied Dispatch Solutions will host hiring sessions and training at its temporary location.

"This is a very special day for Hancock County and its future," Hancock Mayor Thomas Harrison said. "Over the last decade, hundreds of jobs have left the county and many of our residents often have to travel nearly an hour across county lines for work. That changes today with the more than 100 new jobs Allied Dispatch Solutions will bring to Sneedville. I'd like to thank all of the state and federal partners who have supported Hancock County and worked with us to improve our community with Project 95."

In addition to the federal partners that assisted with funding construction of the Sneedville call center, other agencies involved in Project 95 include the Tennessee Valley Authority, Tennessee Department of Labor and Workforce Development, Department of Tourist Development, Department of Education, Department of Mental Health and Substance Abuse Services, Department of Health, Tennessee Housing Development Agency and Tennessee Board of Regents.

The partnership of these agencies will offer tailored community and workforce assistance programs to help support Hancock County and its residents. In December 2017, more than 200 people attended a job fair held by the Department of Labor and Workforce Development in Hancock County. For more information about Project 95, visit [project95.tnecd.com](#).

Sneedville and Hancock County are represented by Sen. Frank Niceley (R – Strawberry Plains) and Rep. Gary Hicks (R – Rogersville) in the Tennessee General Assembly.

If you are interested in learning more about this topic or about Allied Dispatch Solutions, please contact Anthony M. Royer, President and CEO, at [anthony.royer@allieddispatch.com](mailto:anthony.royer@allieddispatch.com), mobile (847) 208-2872 or Ashley R. Taylor, Marketing Senior Manager, at [ashley.taylor@allieddispatch.com](mailto:ashley.taylor@allieddispatch.com), (423) 900-8333.

Source: Allied Dispatch Solutions LLC

### Additional **Links**

- [Project 95 Website](#)

### Additional **Images**

