

TDS® *managedIP* Hosted

Customer Testimonial

“Since the transition, TDS has been here several times, offering additional training tips and just to check in. The entire transition came together quickly, easily, and intuitively. It’s refreshing.”

Nary Lor, Office Manager/Executive Assistant



The Customer

Fiduciary Partners Inc., is a privately owned, independent trust company providing trustee and custody services in a unique way. Founded in 2001, the firm’s focus is on partnering with money managers, attorneys, and CPAs, offering personal service to its clients.

The Challenge

Fiduciary Partners was relocating and wanted to update their communications system. There were complaints about the old system. Customers couldn’t hear what was being said. At the same time, employees could be heard shouting into the phone. Calls couldn’t be transferred or forwarded. Voice mail messages were cut off, unknown to the caller. Employees were left guessing what the caller needed and unable to return the call, because the message was cut off before the caller left a phone number.

When a new employee joined the team, a phone technician was hired to reprogram all the phones at the office. When employees changed offices, a phone technician was again hired to reprogram all the phones. It was time consuming, expensive, and not efficient. In addition, the system itself was cumbersome, archaic, and the employees themselves couldn’t manage it without outside help. Every minor change, like changing the voice mail greeting, became a drawn-out event.

The Solution

TDS *managedIP* Hosted gives Fiduciary Partners control over their communications system. It’s a practical solution that helps the firm deliver consistent, high-quality customer service. When calls are answered, callers can actually hear the firm’s employees. All customers get a personal greeting and are more quickly connected to the right extension. When customers leave messages, they aren’t cut off midstream.

New employees can be added to the system and company directory by the firms’ system administrator in just a few clicks, eliminating the expense of a technician. Training new employees on *managedIP* Hosted is easy because it’s so intuitive. For employees moving within the office, it’s simply plug-and-go. No need to change phone numbers or extensions or reprint business cards. If there’s a question or issue, TDS takes care of it—at no cost.

The result: great customer service that makes every customer feel valued. And, now they’re more productive because maintenance is handled by TDS and the system is so intuitive to use.

1-866-9-TDSBIZ
www.tdsbusiness.com



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Customer's Favorite Features

Improved Productivity

- Storing complete voice mail messages as .wav files for future reference and to forward to employees.
- Checking voice mail messages via email.
- Changing employee information in the directory, in just minutes.

Greater Mobility

- Employees can work from anywhere and have it appear as if they're at their desk.
- Find-me follow-me lets the firm look 100% dedicated to its customers because they are more accessible.
- Alias allows employees to program their personal phone numbers into the system. When they call from one of these numbers to retrieve messages, they're instantly connected to their voice mail.
- Using simultaneous ring so there are no missed calls.

Greater Efficiency

- Call origination allows calls to appear as if they're originating from the office instead of cell, home, or other numbers. This allows employees to keep private numbers confidential.
- Click-to-dial via a HTML page or contact number in Outlook.
- Callers contact information appears on the phone and computer simultaneously.

"We really enjoy our new system. Our customers think we're just waiting for them to call, and that makes them feel important. We have peace of mind knowing that everything's cared for by TDS. They do it all—the upgrades, the maintenance. We just get to use it. It's all cared for—a huge benefit."

Nary Lor, Office Manager/Executive Assistant

Fiduciary Partners

TDS *managedIP* Hosted customer since September 2008

