

TDS® *managedIP* Hosted

Customer Testimonial

“Using TDS *managedIP* Hosted service has allowed us to run our business without interruption. I now spend the majority of my time working with our current clients and engaging potential clients instead of firefighting outages and problem-solving why the phones and Internet don’t work.”

Wayne Harris, President/Partner

 **GLOWAC+HARRIS+MADISON**

The Customer

An advertising, public relations, brand consulting and market research agency, Glowac+Harris+Madison turns strategic marketing ideas into bottom-line growth for businesses. In the process, they go beyond the traditional bounds of business to achieve a higher goal: enriching the lives of clients, customers, and staff.

The Challenge

A growing agency, Glowac+Harris+Madison had a communications system that was completely unreliable. Its phones and Internet were constantly down. The owners found themselves spending huge chunks of time trying to get things working again. It was time that should have been spent meeting client needs and securing new accounts.

In addition, employees were spending time following up with clients and requesting information to complete projects—information the clients had emailed, which just never arrived due to the outages the agency was continually experiencing. An unreliable communications system was simply unacceptable in a business where reputation is everything.

The Solution

A robust communications system that’s reliable, flexible and scalable: *managedIP* Hosted from TDS.

The results: reliability! Glowac+Harris+Madison hasn’t experienced a single outage with *managedIP* Hosted. Employees have greater flexibility and enjoy how easy it is to use the system. The owners appreciate not incurring a major capital expense or ongoing maintenance fees AND a solution that won’t need to be replaced in a few years. While the agency has encountered a few minor glitches along the way, the TDS service team has been quick to respond and resolve them.

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



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Customer's Favorite Features

Improved Productivity

- Phones and Internet are reliable, so employees and clients can successfully interact
- Checking voicemail via e-mail and being able to save WAV files
- Changing and updating employee information in the company directory, in just minutes
- Quickly retrieving messages and transferring calls

Greater Mobility

- Using simultaneous ring, calls can be sent to desk and cell phone so important calls are answered immediately, even if employees are in meetings or on the road

Greater Efficiency

- Owners spend time working with clients and developing new business NOT fixing the phone system
- Setting up the system to recognize home and cell phone numbers so there's no need to re-enter passwords when retrieving messages
- Easy to use, means more time for work at hand

“As a small business, investing in a phone system is a big deal for us. With TDS *managedIP* Hosted, we now have a reliable system that will expand as we do. We found the pricing to be in line, actually a little better, than some of the other services available. Because we didn't incur a major capital expense, we've been able to invest in other areas of the agency, rather than our communications system.”

Wayne Harris, President/Partner

Glowac+Harris+Madison

TDS *managedIP* Hosted customer Since January 2008

