

TDS® *managedIP* Hosted

Customer Testimonial

“About a year before *managedIP* Hosted was available, we looked into switching to a digital or VoIP system. However, the options available to us were simply too expensive. With *managedIP* Hosted, we’ve upgraded our entire system at a very affordable rate. We like knowing there are no hidden costs and no future expenses. And, we don’t need to hire an IT specialist because TDS manages everything—and it’s included.”

Erik Brenn, Chief Financial Officer



The Customer

McClone Insurance Group is one of the largest independently owned insurance agencies in Wisconsin. Established nearly 60 years ago, the agency has offices in Menasha, Fond du Lac, Milwaukee, and Oshkosh. They specialize in tailoring insurance programs to meet the needs of individual clients. They take pride in their employee’s commitment to protecting their clients, becoming trusted partners and advisors, and building long lasting relationships.

The Challenge

McClone Insurance Group had what they refer to as a “pre-historic phone system.” No caller ID. No call forwarding and limited ability to transfer calls. Employees felt disconnected from their colleagues. Each office location maintained and upgraded its own voice mail system.

With offices in four Wisconsin cities, every call to another McClone office was long distance and costs were adding up—to several hundred dollars a month. In addition, when employees were at another agency office, retrieving messages required a long distance call. If a caller needed to speak with someone in a different office, a message would be taken, a long distance call made to the appropriate office, the message relayed, and then the call was returned.

The Solution

TDS *managedIP* Hosted connects all four offices via one communications network. It helps employees feel more connected and eliminates long distance charges for employees to call each other at the different offices. Employees can 4-digit dial each other, regardless of location. They can also retrieve their messages from any office without the agency incurring long distance fees.

Workflow appears seamless. There’s one voice mail system for the entire agency so updates are done quickly and easily. Calls can be forwarded or transferred to other McClone offices. If the receptionist is out of the office or unavailable, calls are seamlessly re-routed to another office and clients get the same great service they’ve come to expect.

The results: connecting all the locations on one network has saved time and money while improving customer service. Plus, there are no worries and no additional fees—ever.

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



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Customer's Favorite Features

Improved Productivity

- Receptionist can "click and drag" a caller to the appropriate employee without first answering the call.
- Calls can be connected to the appropriate employee with a click of the mouse, onscreen.
- Receptionist feature shows everyone on the network and their status.

Greater Efficiency

- Caller ID shows who's calling, allowing employees to offer a more personalized greeting.
- Numbers in an Outlook contact book or on a Web page can be clicked and dialed without picking up the phone.

"We love knowing the entire system is from TDS, phones and all. If we have any problems, we have one point of contact and all issues are resolved right away. No more 'the other party needs to fix it.' Now we just call TDS. It saves us time and money and it's fixed right, immediately."

Erik Brenn, CPA

McClone

TDS *managed*IP Hosted customer Since October 2008

