

With a communication system that grows with your business, you're ready.

Find out how One Talk can scale with your business so you never miss a call in the office or at the job site.

Challenges

Busy contractors rely as much on their responsiveness to customers as on their quality of service to stay competitive and grow. In fact, ineffective communication is one sure way for a contracting business to take a hit to its reputation and start losing customers and precious referrals. As these businesses become larger, they need a digital communications system that scales easily with them.

This was the experience of one growing insulation contractor. During the renovation of their office, management recognized an opportunity to replace the existing phone system with a single solution that would meet the company's growing needs while adding new capabilities, improving efficiency and streamlining billing.

Solution

With One TalkSM from Verizon, the company got a mobile-first, business phone solution that provided each employee with their own phone number, which was accessible on their mobile device as well as their office phone, making it easier to take calls at their desk or on the go. Additionally, if they moved office locations or to new job sites, they were able to just plug their desk phones into the Wi-Fi connection to get up and running.

Plus, the company could now combine landline and smartphone functionality into one system, helping it optimize business communications. Employees can access One Talk features using a primary business number across all of their devices, with the flexibility to mix and match. Now they can manage the entire service from virtually anywhere at any time, whether it's a mobile app, web portal or tablet.

Benefits

One Talk helped this contractor unify communications between the office and job sites, improving efficiency and delivering a more professional customer experience. Sales reps and technicians increased their responsiveness to customers because they could pick up calls on either their smartphone or desk phone.

One Talk's Hunt Group feature helped customers reach someone, even after hours, by forwarding calls automatically to the next available employee who could help. One Talk's built-in conference calling for up to six numbers also helped employees collaborate with customers, suppliers and other team members. All this while accommodating more phone lines at a lower monthly cost than the previous phone system.

Setup and rollout of the new system was fast and painless. Access to a self-service portal helped them streamline account management and enabled them to add new lines and features as business needs changed.

Learn more:

For more information about how One Talk can help you improve productivity, contact your Verizon Wireless business specialist.

