



UCloud Gives Insurance Company a Professional, Flexible UC Solution



Phillips & Associates, a southeastern insurance claims service company headquartered in Jackson, MS, was in need of a reliable, flexible, and professional communication solution. To replace their out-of-date NEC phone system they selected UCloud, Venture’s hosted Cisco Unified Communications (UC) solution. UCloud provided all of the benefits of a UC solution without the hassles and expense of owning and operating an in-house system.

Executive Summary

Phillips & Associates

- Largest independent insurance claims services company in Mississippi
- Headquartered in Jackson, MS, with four additional offices
- Approximately 200 clients served

Challenge

- Replace old phone system and improve voice communications
- Gain control by centralizing calls through their main office in Jackson

Solution

- Installed UCloud—Hosted VoIP, including 13 Cisco 7945 IP phones, three Cisco 7965 IP phones and two Cisco side cars
- Added Venture’s Hosted Microsoft Exchange Email and RightFax, electronic faxing

Results

- Provided a professional appearance comparable to larger competitors
- Centralized calling through the main office and eliminated long distance costs between offices
- Removed hassle of phone management as Venture now handles all changes/adds/deletes 7/24/365
- Gained the ability to relocate easily and quickly in case of disasters by simply unplugging IP phones and moving them to another location

They also chose Venture’s Hosted Microsoft Exchange Email and RightFax, electronic faxing. “I wanted to bundle everything together,” said Gene Phillips, President of Phillips & Associates. “The flexibility is phenomenal. We wanted something that’s so much better, and this fit the bill.”

One of Phillips & Associates’ biggest needs was being able to centralize calls through their main office. With UCloud, all calls can be routed through the main receptionist in Jackson, MS. “It saves confusion; it’s time-saving,” said Phillips. Serving a couple hundred clients spread over five offices, Phillips said clients would often call the wrong office and staff would have to give them another number to dial, creating a cumbersome step for clients. Now, the company can easily transfer, add and manage calls.

In addition to the conveniences, the solution reduces costs. For instance, UCloud eliminated long distance charges between their five offices as all of the company’s phones are now on one network.

“We’re a small company,” said Phillips, “But we’re thinking larger.” With UCloud, Phillips & Associates’ staff can communicate with customers using a reliable, enterprise-class solution that gives them a professional appearance comparable to larger competitors.

Phillips said their new solution also gives them much greater flexibility by enabling staff to communicate effectively and manage calls and emails from anywhere. For instance, as Phillips & Associates uses both UCloud and Hosted Email, employees never miss voicemails. If they miss a call, a recording of the voice message is sent to their email inbox, which can be accessed on desktops or mobile devices. In addition, calls can be seamlessly transferred between smart phones and IP phones so staff can come and go from the office without interrupting or ending important client calls.

Another added benefit is that their UCloud IP phones will work no matter where they need to be. If their staff needs to work at home or relocate to another part of the country in case of a disaster such as a hurricane in the gulf coast, they can bring their IP phones with them. “The portable phone increases flexibility,” said Phillips. “As long as you have internet, you can be anywhere.”

Phillips said he trusted Venture to take care of all the important details. “It was very easy to talk to them in terms I understood,” Phillips said. “They have a team that really knows their stuff... [And they are] very proactive.”

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