

V2B CASE STUDY



Wings Travel Group Improves Communication with V2B Hosted VoIP

Wings Travel Group has 6 locations in PA, NY and NJ and has seen steady growth as a result of providing quality travel services to their clients. Wings Travel Group was paying over \$10,000 a month in telecommunications expenses and wanted a cost effective VoIP system that would increase their productivity and improve their customer service. The V2B, Virtual 2 Business, VoIP solution reduced their monthly fees to \$2,000 a month and provided a centralized Call Center which allowed all agents to communicate more efficiently.

Challenges:

- End of Life Phone System
- Antiquated Call Center System
- No Remote Access for Call Center Supervisor
- No Real-Time Reporting
- No Daily Reports Emailed
- High Monthly Phone Bills
- No Voicemail to Email

Results:

- Centralized Phone System
- Remote Centralized Call Center
- Over \$8,000 in Monthly Savings
- Remote Log In Access for Supervisor
- Site to Site Failover Redundancy
- Cloud-Based Redundancy
- Enhanced Real-time Reporting
- Voicemail to Email

The TDS Solution: V2B Hosted VoIP Phone System

- ▶ V2B, Virtual 2 Business, Hosted VoIP Phone System
- ▶ 6 Locations, 38 Standard Extensions, 2 Cloud Extensions
- ▶ Polycom SoundPoint HD Voice Phones
- ▶ Centralized Call Center
- ▶ VPN/Firewalls for Site to Site Connectivity
- ▶ Benefits:
 - Over \$96,000 per year savings
 - Centralized Call Center at main office – appointments can be made from any location, allowing customers to be helped immediately
 - Call Center/Call Queuing informs callers of high volume times and that someone will be with them shortly
 - Remote Access for Call Center Supervisors
 - 3 Digit Dialing between locations, including home-based users
 - Voicemail to Email

We are extremely pleased with the V2B system and saw substantial savings immediately. Just like most businesses today it is important for our clients to be able to reach us at all times which used to be a problem during extreme weather conditions. With V2B we can easily re-route calls at a moments notice to any of our branch locations/home based agents with it being transparent to our clients. V2B has been a life saver in this capacity. We have been a TDS customer for over 15 years and know we can depend on TDS to keep Wings Travel informed and updated to the newest in technology available to us. - Bea Piccirilli, Operations Manager, Wings Travel

ABOUT TDS (TELEPHONE DIAGNOSTIC SERVICES, INC)

Since 1984 TDS, Inc. has earned an industry-wide reputation for superior quality work in the telecommunications field. TDS is your one source to streamline communications and make a host of advanced features available. www.tds-phone.com