

# What True Partnership Looks Like

Better together, serving our customers

**Netchex** is your choice Payroll, Benefits, and HR company. With **Netchex**, you can make your processes easier than ever and ensure the job is done right.



*"In-Telecom genuinely cares about our business. From the beginning they gave very honest feedback about what we needed. Every solution has been customized to meet our needs."*

*Adam Vicknair – IT Manager,  
Netchex*

## Executive Summary

The business partnership with In-Telecom transformed good customer service into world class customer service. The ability to view and manage all activity in their business phone system allowed Netchex to scale, enhance customer service, and improve management accountability.

Netchex improved their metrics in:

- Average wait time in the call center
- Call abandonment
- Average handle and wrap-up time
- Customer resolution time

## Challenges

Prior to using In-Telecom's VoIP solution, Netchex's phone system was on a hosted PBX platform managed by a different company. There were no reporting and recording features available for proper management and growth of the company. The service they were given was also mediocre as they struggled to keep up with the fast-paced environment Netchex was trying to maintain.

Netchex had reservations with switching to a VoIP platform, but they would strongly agree the quality of calls and service provided quickly put an end to their concerns.

## How In-Telecom Helps

Upon the initial meeting with In-Telecom, one aspect that stood out to Netchex was the passion behind the In-Telecom team. Another key differentiator was the local presence, 24/7 support, and service capabilities. Just like Netchex, In-Telecom wants to ensure the job is done right and provide "The Best Customer Experience" every step of the way.

Getting started with In-Telecom was an extremely easy process from the transition to on-site deployment. A dedicated In-Telecom project coordinator took the time to build a trusting relationship with everyone involved which ensured project and partner success.

ITC Cloud and Call Center as a Service (CCaaS) were implemented for Netchex giving them the ability to work from anywhere in the world. CCaaS allows them access to customized call reporting, recording, real-time metrics, customizable dashboards, and wall boards viewable to everyone in their call center. CCaaS provides exceptional accountability, puts proactive

measurements in place, all while being simple and easy to manage.

## Results and Future Plans

Overall, Netchex's partnership with In-Telecom is a win-win. Netchex has increased their productivity and enhanced internal technology which is crucial for their continual growth. In-Telecom has once again gained a customer and partner for life.

**Always on the cutting edge of technology, In-Telecom adapts to the ever-changing technology industry. During COVID-19, In-Telecom knows how important it is for customers to operate their business efficiently and effectively away from the office. Being an In-Telecom customer, Netchex had the pleasure of experiencing a fast, successful transition to a "work from home" environment.**

In-Telecom recommends ITC Cloud [www.itccloud.com](http://www.itccloud.com) and CCaaS to any business looking for increased flexibility, productivity and internal visibility in business communications.

*"The solutions In-Telecom implemented for our company was a game-changer. Not only do we have access to call recording, real time metrics, and reporting but it was all hands-on customized for our needs. The quality assurance we now provide to our customers is world class."*

*Brian Laiche – Director of Service Operations, Netchex*

## Netchex Statistics (December 2020)

**Number of Phones: 145**

**Total Call Count: 21,160**

**Max simultaneous calls taken: 49**