

SUCCESS STORY

Kevin Miller & Associates, LLC Experience Significant Cost Savings With Cerato™ VCSe™ 100



The Cerato VCSe 100

Client: Kevin Miller and Associates, LLC

Location: Sarasota, Florida

Industry: Insurance Agency

Solution: Voice Communications

History: With a combined 42 years experience in the insurance industry, Kevin Miller and his father, Dan Miller, opened Kevin Miller and Associates, LLC in Sarasota, Florida in 2009 specializing in 13 major lines of insurance including auto, property, life and commercial. In 2011, the Millers opened a second location in Bradenton, Florida, 20 minutes south of the Sarasota location. The two office locations plus several home/office agent locations combine for a total of 16 employees. Kevin Miller and Associates takes great pride in providing superior customer service to its clients. This is one reason the Miller agencies continue to grow above their competitors.

THE CHALLENGE

Due to the competitive nature of the insurance industry - where customers often shop around to find the **best deal** or have questions about their current coverage, it is imperative to have a reliable communication solution in place to adequately handle customer inquiries and where no call goes unanswered.

Kevin Miller and Associates receives an average 100 calls per day from existing and prospective clients and, therefore, requires a communication solution to supply optimal voice clarity and consistency without costs that would otherwise create a burden.

Until recently, the Company utilized a hosted voice solution where jitter and service outages at times hindered their high customer service standards.

Mr. Miller was further concerned about impending increases in the total cost of the hosted solution package which parallel business expansion plans and a demand for additional phones.

THE SITUATION

Due to the pricing mechanism of the hosted voice solution, Mr. Miller incurred costly fees based not only on the number of phones the Company used each month, but the number of phone numbers in use as well. Miller and Associates considered switching to a SIP trunking solution to try and eliminate some of the excessive costs associated with a hosted voice solution.

WHY TELTRONICS?

After learning of the exponential cost savings Teltronics communication solutions were able to afford the Company, Mr. Miller made the swift decision to finalize plans to migrate to the VCSe 100 communication server in the beginning stages of a service outage on the part of their hosted voice solution provider. As they were testing a Teltronics Cerato® VCSe 100™ system at the time, the VCSe 100 was turned up and running within an hour, saving Miller and Associates from having experienced the **eight hour service outage!**



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As the Company has continued to grow, the costs associated with adding more phones via a hosted voice solution would have proven cost-prohibitive. A cost analysis comparing the hosted voice solution to the VCSe 100 communication solution, coupled with Arcata™ SIP-based phones, would prove the Teltronics solution to save the Company approximately \$32,000 over a 10 year period, with shorter-term cost savings experienced immediately.

The VCSe 100 communication platform allows the Bradenton location to be networked to the Sarasota location as well as the home/office locations. Remote access capability at both Kevin and Dan's homes provides them the flexibility to extend all the functionality of in-office communications to their home/offices.

THE RESULTS

The VCSe 100 solution complemented by Arcata SIP-based phones are already proving to be a solid investment! Overall benefits of Teltronics VCSe 100 solution include:

- Significant monthly savings
- Remote access capability when necessary
- Extended business communication services such as Find Me/Follow Me, Voice2E-mail and individualized music/message on-hold features
- And much more!



"We chose the VCSe 100 solution and Arcata SIP phones because it saved our company money. The exponential cost savings presented to us by switching to an on-premise solution versus a hosted voice solution were quite impressive. Furthermore, being able to communicate quickly and clearly with agents at any location allows us to focus on the needs of our customers, whether they are at my primary office or at one of the other locations."

▲ **Kevin Miller**
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Kevin Miller And Associates, LLC

