



## Customer Testimonial: TDS® *managedIP*

**"We never have to worry about our phone system again. If there's a problem, we call TDS and they are very responsive. There are no extra expenses and no hidden fees, everything's covered and cared for. It's such peace of mind."**

**Kim Halbach, Office Manager**



### The Customer

Ear, Nose and Throat Surgical Associates, S.C. (ENTSA) of Appleton, Wis., provides technologically advanced care to residents in and around the Fox Valley. Since 1970, the board-certified physicians have specialized in treatment of disorders such as sinusitis, ear infections, allergies, tonsillitis, and hearing loss. The group's mission: ensure patients obtain optimal otolaryngological health.

### The Challenge

ENTSA was using an archaic phone system that was starting to fall apart. Calls were dropping. The system was inefficient and negatively impacting employee productivity. Coupled with the fear of losing the entire system and the potential devastating impact that could cause, ENTSA began looking for a new communications system.

### The Solution

TDS *managedIP*, a hosted IP service, provides ENTSA all the technological advances they were looking for in a communications solution. They are seeing greater productivity, improved efficiency, zero dropped calls, and greater quality communications—internally and externally.

With *managedIP*, ENTSA has peace of mind. They now enjoy a state-of-the-art communications system that's cared for completely by TDS. Not only does TDS automatically upgrade the system, it also handles all the maintenance with no additional fees.

**ENTSA says the number one benefit of their *managedIP* system is improved communication with other employees and their patients. It's so much better and easier.** The clarity of every call is outstanding. There are no dropped calls. And the receptionist and front office staff are now mobile, enabling them to become more productive and efficient.



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### **Customer's Favorite Features**

#### **Greater Mobility and Flexibility**

- Staff can answer calls from anywhere in, or outside of, the office
- No more racing to a desk to take the call
- Receptionists can see which employees are on the phone and the duration of the call

#### **User-Friendly System**

- Having an intercom system
- Easy to make and transfer calls
- "Click to dial" functionality
- Never having to pick up the phone handset
- Ability to change phone settings quickly, easily, and as needed

**The results:** improved efficiency, productivity, work-flow, customer service, and employee satisfaction.

**"It's important for Administrators to get familiar with and become experts on the *managedIP* Web portal and all features and functions the system offers. Understanding all the options makes a world of difference and allows you to use *managedIP* to its fullest potential."**

**Kim Halbach, Office Manager**

Ear, Nose and Throat Surgical Associates, S.C.,

Appleton, Wis.

*managedIP* customer since April 2009

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