



Customer Testimonial: TDS® *managedIP*

“We look at the technicians and how beneficial the communications system is to them. We’re delivering good customer service and increasing our own productivity. TDS *managedIP* is a good solution, embraced by our technicians.”

Tony Chiappetta, President



The Customer

CHIPS Computer Services offers cutting edge technology and computer network services for organizations and businesses in the greater Minneapolis/St. Paul metro area. They help their customers almost eliminate network downtime through proper installation, maintenance, and repair of today’s complex computer networks.

The Challenge

CHIPS had two analog phone lines, one for voice and one for faxing. All calls went to a virtual PBX and then rang through to employee cell phones. Since employees worked in the field most of the time, this didn’t pose a problem. However, when they were in the office, it was difficult to conduct business due to poor cell reception in the building. To get a signal, employees had to walk elsewhere in the office or go outside.

As CHIPS began growing and adding non-field based positions, this solution became even less efficient. Using cell phones for new, office-based, employees didn’t make a lot of sense—especially when getting a signal was such a challenge. CHIPS began researching alternative solutions and realized they were missing more calls than they thought. Clearly, their system was not conducive to creating an efficient and productive work environment.

The Solution

TDS *managedIP*. As a result of the advanced features offered with *managedIP*, every call is a quality call. Employees now have desk phones with headsets and can be mobile within the building. The simultaneous ring feature allows incoming calls to ring at an employee’s desk and cell phone at the same time. Employees can answer calls no matter where they are and it’s seamless to the customer. For this growing small business, *managedIP* is a great solution.

The biggest difference: Answering all calls, with great call clarity, whether employees are working in the field or the office.

The results: CHIPS has a more professional image, improved customer service, and better support within the office.



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Customer's Favorite Features

Greater Mobility

- Simultaneous ring allows employees flexibility to answer calls instantly, regardless of their location
- When customers choose the "Ring to the Technician" option, all the technicians' phones ring—cell and desk—and whoever is available cares for the caller

Improved Efficiency

- Calls are answered by the auto-attendant so every caller gets the same greeting
- Call routing lets employees forward calls without having to pick up the phone

Increased Productivity

- Returning a call is as easy as clicking a mouse with the click to dial feature
- The on screen toolbar eliminates dialing errors by allowing employees to click and dial from web sites, contacts lists, and their call history

Greater Flexibility

- Call history logs list the name, number, date, time and length of every call making it easier to manage incoming requests and bill clients efficiently
- When placing outbound calls to a customer, it appears as though the call is coming from the remote worker's desk phone, keeping the home number private

"TDS *managedIP* is a cost-effective, high quality solution, helping businesses function the way they should. It combines telecom and data, ties in CRM, and integrates nicely with Outlook."

**Tony Chiappetta, President
CHIPS Computer Services**

Work stations: 15
managedIP customer since November 2009
<http://www.chipscs.com>