



Customer Testimonial: TDS® *managedIP*

"*managedIP* is definitely an excellent product. It's price-competitive. The TDS account executive and sales person have been outstanding—the best I've met in 35 years of doing business. They are remarkable, reachable, and respond quickly. I've been very impressed."

Roger Miller, Owner



The Customer

Minnetonka Travel is a Minnesota-based, family-owned and operated travel agency. Serving Wayzata and the Lake Minnetonka area for 35 years, they are a full-service agency providing a complete range of travel choices. From cruises and business incentive trips, to family reunions and honeymoons, Minnetonka Travel makes sure their customers' travel needs are met. In fact, they've won many awards for their excellent service, including "Best Travel Agency," "Best Vacation Travel Agency in Minnesota" and the first-ever "Exceptional Service."

The Challenge

Although the phones at Minnetonka Travel worked, their previous provider had horrible customer service. There were constant changes to where and when they could reach someone for help. And worse, sometimes when they needed help, they didn't know where to call because the information was never communicated.

The Solution

TDS *managedIP*. While the team at Minnetonka Travel was initially hesitant to make a change, they are so glad they did. Installation was on time, according to schedule, and the transition was smooth. Employees now have consistent, quality customer care when they need it. Better yet, since getting *managedIP*, customers have noticed and commented on the outstanding clarity.



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Customer's Favorite Features

- Caller ID on their phones
- Pop-up screen automatically displays the caller's name and number
- Quick access to TDS customer care experts
- On-hold music
- Sound quality
- Caller information pop-up screen on computer
- Easy call transferring

**"We are very happy with the system. The employees like it.
We have all the features we had before and then some.
It's efficient and a definite improvement from our old system.
It's fun to like a product—and we like this product."**

Roger Miller, Owner

Minnetonka Travel

Work stations: 10

managedIP customer since Fall 2010

<http://www.minnetonkatravel.com/>

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tdsbusiness.com

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