



# Relationships and Reliability with Jive Hosted VoIP.



American Family Insurance is a privately-held Fortune 500 corporation. It is one of the largest personal-line insurers in the United States. Founded in 1927, American Family Insurance has 8,000 direct employees with thousands of independent agents. American Family offers auto, homeowners, property/casualty, and life insurance products. Operating in over 20 states, American Family primarily sells through independent agencies and specialized brokers.

Most experts agree the property and casualty insurance market has been deeply impacted by current US financial struggles. With the economy in a long-term period of weak underlying growth, the outlook for many agencies is an increasingly competitive landscape. Predictions of low demand, rising accident loss ratios, and premium deflations are a major cause of concern for both national and independent companies alike. Insurance agents are increasingly adopting high-tech communications solutions to remain competitive in a difficult market climate.

**Name:**

Rob Hamann Agency  
American Family Insurance

**Industry:**

Property/Casualty Insurance

**Location:**

Saint Peters, MO

**Issues:**

Need predictable month-to-month rates for simple budgeting. Easy call management, conference calling.

**Results:**

Control of call-routing allows calls to flow to the national claims office. Conferencing calls are transparent to both internal users and clients.

“There are a lot of companies who say they want to focus on customers, and put the words down on paper. There are very few that actually have it as part of their fabric and culture and really believe it.”

# Jive Helps American Family provide outstanding customer service in a competitive market.

Robert Hamann owns and manages the American Family Insurance Agency in Saint Peters, Missouri. Rob needed a phone system that would allow him to provide excellent customer service on a limited budget

**The Personal Touch**

Rob Hamann figures much of his success as an American Family Insurance agent is the personal touch he is able to give his clients.

and economical. I can't afford any breakdowns in our channels. The phones are obviously critical to our process here."

“People can get insurance in a lot of places. There is a reason they come to American Family, and my agency specifically. Relationships are the most important asset we have, they keep us in business.”

Rob was in the initial stages of researching telephone systems when he discovered a newer PBX technology called Hosted VoIP. This solution seemed to offer everything Rob was looking for in a phone system. The features and flexibility were excellent, and the price was right as well. Rob's only concern was system reliability.

Rob knows he has to actively protect his client relationships to keep his business healthy. Communication is key, as his employees interface with clients on the phone constantly throughout the day.

"With Hosted VoIP still relatively new, I had to take a bit of a calculated risk moving my agency over." says Rob. "I needed to minimized the risk by selecting the most reliable vendor out there."

"We have to have communication systems that are both reliable



American Family Insurance is currently ranked Highest In Customer Satisfaction by J.D. Power and Associates.



### Jive Rises to the Top

Rob selected Jive Communications to provide its Hosted VoIP solution to his American Family Insurance agency. After reading online reviews and talking to other American Family Insurance agencies already using Jive, Rob realized Jive had the best reputation for system reliability.

"I went with Jive due to all the evidence I saw out there that said they were the most reliable," says Rob. "It was a good decision, Jive has been extremely solid."

Rob was also pleased to discover that Jive integrated easily with American Family's corporate PBX.

"We can easily conference in corporate on calls, and clients can't tell the difference," says Rob. "We can also warm transfer calls to the national claims office when we are short staffed. Our customer care has improved dramatically with Jive service."

Rob also utilizes several other advanced features Jive offers for free with its Hosted VoIP product. His agency uses Call Recording, Call Analytics, and Call Eavesdropping to improve his customer service.

"Call Eavesdropping and Call Recording allow me to listen in to how my employees handle our client's claims and questions. It is a perfect tool to help me assist my agents in improving their skills."

Call Eavesdropping is offered standard by Jive Communications with every Hosted VoIP account for no additional cost.



### Jive Hosted VoIP Overview

Jive provides customized Hosted VoIP solutions to businesses and organizations worldwide. Jive Hosted VoIP packages include:

- Unlimited Calling
- Advanced Voicemail
- U.S. Technical Support
- Call Analytics
- Auto Attendants
- Call Queues
- Ring Groups
- Find-Me Follow-Me
- Corporate Directories
- Call Recording
- And Much More....

Jive Hosted VoIP is a fully-managed, cloud-based service, offering the highest in voice quality and reliability.

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