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.
Jive Provides Full-Featured Hosted VoIP to American Family Insurance at Low Cost.

Mandon Foley owns and manages the American Family Insurance Agency in Tacoma, Washington. One of Mandon’s key goals for his business is to provide a high level of customer service to all of his policy holders.

Busy Times in Lakewood
Mandon’s agents are constantly talking on the phone to prospective and current clients. He realized the importance of procuring a powerful and reliable telephone system for his employees.

“As an American Family Insurance agent, I believe there’s more to insurance than the policy itself. It’s about providing dependable protection and outstanding service. Earning my client’s trust is my policy.”

One of Mandon’s keys to success is providing sales support for the diverse ethnic populations surrounding his agency. He needed the features to deal with clients speaking multiple languages, and the ability to direct calls automatically to the correct agent. His existing system of several analog lines from the local phone company was turning out to be a logistical nightmare.

With the weak market conditions he was facing, Mandon knew the solution he chose had to be economical as well as functional.

Most of the solutions he had read about were cost-prohibitive, with most more than doubling his current telecommunications spend month-to-month and large capital outlay requirements.

“As an American Family Insurance agent, I believe there’s more to insurance than the policy itself. It’s about providing dependable protection and outstanding service.”
**Jive to the Rescue**

After extensive market research, Mandon selected Jive Communications to provide a hosted phone system for his growing American Family Insurance franchise. Jive offered the ability to route calls directly to the appropriate department, transfer and forward calls, and many other features his agents can now not work without.

Best of all, Mandon’s agency was also able to cut its phone bill by 43%. These cost savings now constitute one of the largest cuts of month-to-month expenses for the agency.

Mandon now feels he has complete control over one of the most important aspects of his business. The main link between his clients and employees, the Jive Hosted VoIP system, allows him to route calls efficiently, and also see how productive his agents are.

“One of the biggest tools for me with Jive is the Call Analytics,” says Mandon. “I can tell how long and often my agents are on calls, taking the guess work out of management.”

Mandon uses Call Analytics offered by Jive to improve visibility into his business. Call Analytics are offered standard with every Jive 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.

“I’m able to see call volumes at specific hours of the day for my different numbers and departments. It would be pretty much impossible to go back to how things were before we had Jive.”