



CASE STUDY

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.



Background

Rob Hamann owns and manages the American Family Insurance Agency in Saint Peters, Missouri. He believes the key to his success is the personal touch he gives to clients. Working with a limited budget, Rob knew that he needed a predictable, inexpensive month-to-month bill for his phone service.

His foremost concern was finding a service he could rely on, as dropped calls or periods without phone service would damage his relationship with clients.



All your protection under one roof

At a Glance

American Family Insurance prides itself on customer relationships. They needed reliable service, predictable month-to-month rates, easy management, and conference calling. Jive was able to meet their budget and provide them with a host of features, including conference calling and improved call-flow control, that improved their customer service.



“We have to have communication systems that are both reliable and economical,” Rob said. I can’t afford any breakdowns in our channels. The phones are obviously critical to our process here.”

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: features, flexibility, and a reasonable price. Rob’s only concern was reliability.

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

Solution

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. It was a good decision, Jive has been extremely solid.”

IMPROVED CUSTOMER CARE

Rob was pleased to discover that Jive integrated easily with American Family’s Corporate PBX. In addition to the seamless transition, the new features packaged with the Jive Solution drastically increased his ability to help clients.

“We can easily conference in corporate on calls, and clients can’t tell the difference,” said Rob, “We can also send transfer calls to the national office when we are short staffed. Our customer care has improved dramatically with Jive service.”

FULL PACKAGE, ONE PRICE

Rob utilizes several 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.

Quick Facts

Name:

Rob Hamann Agency
American Family Insurance

Industry:

Property/Casualty Insurance

Location:

Saint Peters, MO

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



“Call Eavesdropping and Call Recording allow me to listen in to how my employees handle our clients’ 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.

PREDICTABLE COSTS

Rob was also pleased with Jive’s month-to-month bill was easy to manage and contained no hidden fees. Jive charges customers based on how many devices they connect to the network, allowing for easy, predictable budgeting. This, combined with VoIP’s lower cost when compared to in-office systems, made Jive the perfect choice for Rob.