

CASE STUDY

# Eliminating Risk with Hosted VoIP

Risk Management Advisors, Inc. (RMA) is a national firm that specializes in the design, implementation and management of captive insurance companies and self-insured plans. Headquartered in Long Beach, California, RMA serves clients across the country. RMA provides a comprehensive, integrated approach to its clients to manage their risk, and protect the wealth they have created. RMA partners collectively have over 50 years of experience and are backed by a national network of world-class professionals.



**Quick Facts**

Risk Management Advisors Co-Founders Wesley Sierk and Jarid S. Beck were awarded the CRIS (Construction Risk Insurance Specialist) designation in 2006. Both of have since become recognized worldwide as captive insurance experts with Sierk being one of the few people in the world to obtain the Associate in Captive Insurance designation



## Background

RMA relies on reliable communications for business. When a company's entire purpose is focused on minimizing risk and strategizing business plans reliable communication is a key factor. This made the poor call quality and lengthy maintenance hours RMA had with their previous VOIP provider a big problem.



“We had spotty service,” RMA President Wesley said. “When the phones went down it took hours, if not a day, for them to troubleshoot the problem.”

It is difficult for any business to inspire confidence in potential customers when they lose direct means of communication for hours. In a business where talking with customers is the business, the sting is even worse.

## Solution

Risk Management professionals strive to bring their customers the best service possible. When their phone service wasn't living up to expectations they began searching for a hosted VoIP provider that would better meet serve their needs. It wasn't long before Jive's promising reputation reached them, and after speaking with the staff they were hooked.

After a smooth transition process RMA was equipped with Jive. Years later with enhanced features, excellent call quality, and reliable support they are immensely happy with the decision.

“It has been a great experience. We have had some minor issues over the phone, but Jive has fixed them quickly and we are 110% satisfied.”

## NEW, BETTER FEATURES

Jive's package is all-inclusive. Every customer has full access to all features at no added cost. For RMA, one of the best benefits of this has been Jive's conference call room. Every Jive customer is provided with an unlimited number of complimentary dial-in conference bridges capable of hosting 100 simultaneous participants.

“Having my own conference call room has been a godsend. Knowing my calls are on a conference line is extremely convenient.”

## Quick Facts

Wesley, President and Co-Founder of Risk Management Advisors, has authored several books including *Taken Captive: The Secret to Capturing Your Piece of America's Multi-Billion Dollar Insurance Industry* and *You Can Make It, But Can You Keep It?*, a book to teach the wealthy how to hold on to much of their hard earned assets.



## RELIABLE, HOMEGROWN CUSTOMER SERVICE

Jive's 24/7 support team goes above and beyond for its customers. Every minute with inoperable phones is potential lost business. Jive maintains fully certified, U.S. based technicians available on call all day to ensure problems are fixed as quickly and easily as possible.

RMA can now focus completely on their clients without worrying that service will put them out of commission for hours on end. Planning a strategy requires a careful train of thought that can't be interrupted with the inconvenience of miscommunication.

"We love our service, and since we make our money on the phone, I have peace of mind knowing it always works."

## A REPUTATION THAT SPEAKS FOR ITSELF

RMA was with another VoIP provider before switching to Jive. They knew that if they wanted to keep a using a hosted system they needed to pick someone trustworthy. RMA carefully examined a few VoIP providers of which they had heard promising things. Most of these were local California vendors.

Amongst this stiff competition it was Jive's outstanding reputation and service that won RMA over despite being an out of state bidder.

"The price was certainly a factor, but Jive's reputation was great. Every interaction I had with their team was positive. They kept things simple and efficient."