

## ▲ Client Testimonial: Healthcare Industry

**Client** – Healthcare Market Research Firm. This client is a leader in Market Access Intelligence and Research for Pharmaceutical and Biotech firms.

### ▲ How has Utility VoIP added to the value and productivity of your business?

The Utility VoIP platform has given our organization a new sense of unity. It has allowed for our associates to collaborate more efficiently, provided seamless contact to our clients and has proven to be stable and reliable. Having the system hosted by Ancero makes my job as the IT manager so much easier, since it's one less thing to worry about when thinking through our infrastructure needs.

### ▲ Why did you choose Ancero Utility VoIP?

We chose Ancero Utility VoIP because we know that Ancero would see to our needs and ensure that our new phone system was state of the art, reliable and easy to use. We also knew that we would have dedicated support, training and monitoring. The transition was seamless for our users which is exactly what we wanted. To us it was a huge win if we were able to find a system that would allow our offices to be connected and have that connectivity be transparent to our clients.

One of the challenges during our recent relocation was deciding how we were going to connect our home office to our satellite and remote workers. This had never been done before and we went from working on two different phone systems to everyone being on the same system.

### ▲ Are there specific features that helped to increase productivity or improve business process within your organization?

Voicemail to email was a huge win for our teams. Associates were excited to be able to get their voicemail on the go. The phones were easy to learn and we had actual options for hardware and setup. We were able to customize the platform to meet our needs.

