



SUCCESS STORY: RISK MANAGEMENT ADVISORS, INC.

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 clients to manage their risk and protect the wealth they have created.

LEARN HOW RISK MANAGEMENT ADVISORS, INC. FOUND A RELIABLE PHONE SOLUTION TO SUPPORT CONFIDENT, CLIENT COMMUNICATIONS

Challenge

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 Sierk says. "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.

RMA strives 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 GoToConnect's, formerly Jive, outstanding reputation reached them, and after speaking with the staff, they were hooked.

Solution

RMA enjoys GoToConnect's all-inclusive package, which gives them full access to all features at no added cost. For RMA, one of the best benefits of this has been GoToConnect's conference call room. Every GoToConnect 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," explains Wesley.

With GoToConnect's support team available 24 hours a day/7 days a week, RMA can rest easy knowing that they **have**

a partner that is dedicated to reliable customer service when help is needed. Every minute with inoperable phones is potential lost business. GoToConnect maintains fully certified, U.S. based technicians available on call all day to ensure problems are fixed as quickly and easily as possible.

Results

With reliable phone service from GoToConnect enabling confident communication with clients, 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 GoToConnect service, and since we make our money on the phone, I have peace of mind knowing it always works," says Wesley.

Years later after a smooth transition process to GoToConnect and with enhanced features, excellent call quality, and reliable support, RMA is immensely happy with the decision. "It has been a great experience. We have had some minor issues over the phone, but GoToConnect has fixed them quickly and we are 110% satisfied," Wesley happily confesses.

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

**Wesley Sierk, President
Risk Management Advisors, Inc.**

Charge toward your business goals, knowing your phone service is there to support you!

Visit www.goto.com for more information or call us at 1 888 646 0014.