

Customer Elation

Bringing clarity to a call center and answering service

Customer Elation

customerelation.com

- Founded in 1993
- Outbound/inbound call center for high-touch industries
- 100% of employees are HIPAA trained and certified
- Call management available in every US state



Challenges

- Updated business structures after acquiring 20+ new answering companies
- Mitigating unreliable internet access from less-than-effective MPLS services
- Managing troubles caused by high call rates, outdated circuits and legacy TDM technology

Solutions

- Lumen® Dedicated Internet Access upgraded bandwidth at all locations
- Network Protection Service provided additional layers of security
- Lumen® IP VPN connected all locations to a flexible global network
- IPVPN Port and Access ensured seamless connectivity across the main network

Results

- \$500+ saved per month for Dedicated Internet Access services
- \$600+ saved per month on MPLS

 **CustomerElation**
CALL CENTER SERVICES

\$500

saved per month on DIA services

\$600

saved per month on MPLS services

LUMEN®

Challenge

Creating consistency and combating chaos

Customer Elation has always believed in putting the customer first, so its rapid-fire growth has come as no surprise. Over the past several years, it has acquired more than 20 new answering companies—all with the intention of better serving its clients.

Of course, this rate of growth and expansion often comes with growing pains. With so many vendors and business structures to manage, Customer Elation needed an easier way to organize any potential chaos.

“We need to ensure we’re on the cutting edge of quality to deliver on the promises we make ahead of other organizations,” said Stan Weisser, General Manager at Customer Elation. “We’re confident we provide best-in-class customer service, but we’re not ignorant to the fact there are other customer service organizations out there.”

Customer Elation needed modernized IT services to mitigate issues and proceed with clarity. This would require a nationally recognized provider with a history of ensuring lasting results.

Solution

Migrating to Lumen for more competitive services

Customer Elation needed a world-class partner to stand head-and-shoulders above traditional service providers. The company was looking for a forward-thinking provider who could offer ongoing support as they continued to scale.

After weighing their options and exploring alternatives, Customer Elation ultimately decided on Lumen. They felt strongly that Lumen would meet their needs and were impressed by the immediacy and promptness of the account managers.

“The size of our organization means we need a global company that can transcend the last-mile carrier and deliver both speed and reliability,” said Weisser. “[With Lumen], I can go to one account manager and get information about the availability of circuits in Orlando, Phoenix, Seattle or New York.”

This national prevalence would be key to success while connecting Customer Elation’s large and disparate business locations.

“After switching to Lumen, we reduced after-hours work for our IT team, client stress, and complaints regarding our ability to answer calls quickly.”

— Stan Weisser

General Manager at Customer Elation

Results and Future Plans

Thousands in savings, priceless customer support

Lumen assisted Customer Elation in upgrading its bandwidth at all locations. This ensured access to a stronger, more reliable network, which provided the company with better terms, outcomes and results.

“[Upgrading to Lumen] reduced a ton of stress on myself as a business manager and on all levels of our organization, specifically the IT folks that needed to reroute our data through different circuits,” Weisser said. “It feels like a true partnership since [Lumen] understands what we’re looking for.”

Upgrading to Lumen also came with significant cost savings—to the tune of nearly \$1,100 per month. By switching to Lumen DIA and MPLS services, they received competitive services alongside competitive pricing.

Today, Customer Elation continues to partner with Lumen due to the trust, transparency and teamwork in their relationship. They look forward to maintaining their trajectory of growth and plan to continue elating their customers.

Lumen® Solution Set

- Lumen® Dedicated Internet Access
- Network Protection Service
- Lumen® IP VPN
- IPVPN Port and Access

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