

Riviera Insurance Relies On ClearStarSM Hosted VoIP From Impulse Internet Services For Small Business Success

- CLEARSTARSM HOSTED VOIP FROM IMPULSE INTERNET SERVICES SUPPORTS RIVIERA INSURANCE SERVICES -

Riviera Insurance Services had just signed the lease on its new Santa Barbara, Calif., office building and had to move quickly to hire staff and get the office operational. When it came to installing a new phone system, Riviera chose Impulse Internet Services to rapidly place a low-cost, hosted VoIP system that would get Riviera and its employees in business, on the phone and selling insurance.

Situation

Riviera Insurance Services CEO, Chris Hill, had just signed a lease on a new building for his small business. In addition to staff and equipment, one of the first and most important considerations was a phone system to support the new insurance reps who needed to get on the phone, out in the field and selling insurance as quickly as possible.

"If we were sitting on the sidelines too long, I risked losing new and existing business opportunities to our competitors," said Hill.

Although Hill came from a traditional, office-based PBX phone system environment, he had heard about Impulse Internet Services and decided to look into their hosted VoIP telephone system.

"I didn't know anything about VoIP technology. I just knew we needed a system that was flexible, easy to maintain and could grow with our company," explained Hill.

He soon discovered that hosted VoIP offered his new small business a whole new way of communicating—a VoIP telephony solution that was much more affordable and more small-business friendly than traditional phone service.

SOLUTION OVERVIEW

CUSTOMER PROFILE

FOUNDED IN 2006, RIVIERA INSURANCE SERVICES IS A SMALL BUT HIGHLY EXPERIENCED GROUP OF INSURANCE PROFESSIONALS SERVING THE SANTA BARBARA, VENTURA, AND LOS ANGELES CORRIDOR.

RIVIERA'S SERVICES FOCUS ON RISK MANAGEMENT, INCLUDING PROPERTY & CASUALTY INSURANCE AS WELL AS EMPLOYEE BENEFITS SUCH AS LIFE, MEDICAL, DENTAL AND RETIREMENT.

BUSINESS SITUATION

AS A SMALL BUSINESS, RIVIERA FACED THE CHALLENGE OF GETTING ITS NEW BUSINESS UP AND RUNNING AS QUICKLY AS POSSIBLE, AND THAT INCLUDED INSTALLATION OF A LOW-COST YET FULLY FUNCTIONAL PHONE SYSTEM.

Solution

Impulse Internet Services introduced Hill to its ClearStarsm hosted Voice over Internet Protocol (VoIP) solution: a low-cost, high quality option perfectly fitted to Hill's small but growing business.

Once a new T-1 communications line was installed to handle the converged voice and data network, new VoIP phones were installed and in place in less than a week, with all phone system network equipment located and maintained off-site by Impulse.

RESULTS

Today, Riviera Insurance Services is a successful, growing small business serving Santa Barbara and the Central Coast. The hosted VoIP phone system helps keep Riviera's sales reps productive, accessible and able to control and customize their VoIP phone features.

"The Riviera staff is on the phone and on the road," said Impulse CEO Tony Papa. "We were able to give them a hosted VoIP solution that makes it easy for the reps to stay in touch with the office and with their clients."

ClearStar's User Web Portal allows Riviera staff to manage a wide range of "point-and-click" phone features, including: view and listen to voice mail messages; set "find me/follow me" preferences; view missed, outgoing, and incoming calls; place outgoing calls; view and store faxes; set up conference calls; and manage personal and company contacts through Microsoft Outlook.

Riviera Insurance Services now functions with the agility of a small business as a result of Impulse's hosted VoIP service, which gave Riviera all the communication capabilities and functionality typically found at larger companies.

FOR MORE INFORMATION...

For more information about Impulse Internet Services, call 805-692-2345, e-mail sales@impulse.net, or visit www.impulse.net.

For more information about Riviera Insurance Services, call 805-880-4265, or visit www.rivierainsuranceservices.com.

"ClearStar hosted VoIP gave us the greatest flexibility, whether we were in the office or out in the field selling."

Chris Hill, CEO, Riviera Insurance Services