

News Release

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Alternate Access® personalizes billing services for Management Services On-Call

Customized software-based phone system enhances customer service, improves workload management, and provides quality assurance measures

RALEIGH, N.C. (Oct. 30, 2007) – Alternate Access, a leading provider of converged communications solutions, was selected by Management Services On-Call to create and install an IP-PBX phone system to personalize its billing services, as well as improve management reporting capabilities and call control.

Located in Chapel Hill, N.C., Management Services On-Call provides medical billing, collection services and innovative management consulting solutions to small and medium-sized physician practices in seven states.

“When we first met with Management Services On-Call, they were clear that improving call workflow was a top priority,” said Kelly Lumpkin, Alternate Access chief executive officer and director of business development. “They also required increased reporting capabilities and quality assurance measures, as well as personalization of their billing services.”

Alternate Access configured the TeleVantage® IP-PBX phone system to meet the medical billing company’s communication needs, for both inbound and outbound calls. The TeleVantage system provides Management Services On-Call a call recording feature, allowing for quality assurance of calls, and extensive management reporting tools, which help the company better distribute workload across its customer service agents.

Lumpkin added, “Management can easily generate reports based on number of calls handled by each agent and the length of each call, providing an accurate view of where work should be distributed.”

The system also provides Management Services On-Call the flexibility to personalize its services for doctors. Each doctor’s office is assigned a direct inward dial (DID) number. When a caller dials a specific DID, communicated via their doctor’s billing statement, TeleVantage recognizes it and routes it to the appropriate customer service agent. The agent in turn answers the call using the name of the corresponding doctor’s office – providing an individualized customer service experience.

“We chose the TeleVantage system because we really believe in its flexibility,” said Cameron Cox, president of Management Services On-Call. “This system has already helped tremendously in streamlining operations. We know that as our business continues to grow, and our phone system needs change, TeleVantage is flexible enough to also change and meet those needs.”

For more information on Management Services On-Call, visit the company’s Web site at www.msoconline.com or contact Cameron Cox at (919) 960-0336 or cameron.cox@msoconline.com.

For more information on Alternate Access, contact Lia Luisi at (919) 463-9680 or via e-mail at lia.luisi@thinkpartnership.com.

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About Alternate Access®

Founded in 1993, Raleigh, North Carolina-based Alternate Access® provides intelligent business phone systems to small-business and branch-office clients locally and nationwide. Their innovative phone system solutions help increase profits by boosting staff performance and efficiency, enhancing customer service, and adding management reporting capabilities – all while decreasing labor and infrastructure costs. Products include IP-PBX with Voice over IP, fax servers, unified messaging, Web collaboration, interactive voice response and call center applications, headsets and specialty phones. By employing extensive experience and best practices, award-winning Alternate Access works in partnership with its customers to build creative yet cost-effective solutions. For more information on Alternate Access visit www.AlternateAccess.com.