

Insurance company gained cost savings and customer service benefits with UCaaS and cloud Call Center solutions.



Many insurance companies have offices across the country that are on disparate phone systems. Most are hearing about significant efficiencies and cost savings they can realize by migrating to one UCaaS platform that's more flexible, affordable, and easy to manage.

The Challenge

Northwestern Mutual had a range of aging on-premise phone systems in multiple offices that were challenging to update and time consuming to manage. It had various vendors for broadband connectivity and telephony / PBX capabilities and didn't want to outsource IT help to update and manage its system. It needed SD-WAN optimization and a more flexible system that could support a range of users with different needs, including:

- Junior level team members making and taking high volumes of outbound and inbound calls
- Senior / tenured agents and brokers requiring mobility and portability
- Agents that need to work remotely while also being able to give presentations and demo products

The Solution

Northwestern Mutual chose Ooma Enterprise because it wanted to work with a dedicated, high-touch project management team that could design one comprehensive "end-to-end" solution and deploy it to minimize business disruption. The agency received a much more agile communications system that was customized to meet all of its various team members' needs.

Most insurance agencies do not have dedicated IT resources, so they appreciate having a system that is easy to use and manage for the long term. With Ooma Enterprise, they now enjoy:

- Business-class UCaaS with directory and extension-to-extension dialing from any location, including regional or home offices.
- Click-to-call capabilities from devices of choice.
- Auto attendant with professionally recorded outgoing messages and customized menus that can route calls to individuals or ring groups across multiple office locations.
- Receptionist load sharing capabilities across offices so one person can answer incoming calls for multiple locations.
- Voicemail transcriptions and text-to-speech in multiple languages.
- Staff presence allows team members to see each other's status in real-time.
- Communication software for both the Desktop and Mobile phone.

Ooma® Enterprise



Collaborate. Share. Connect.

Video meetings, softphones, desk phones, and mobile apps. Each endpoint is customized to fit the needs of all your users.



Customizable. Flexible. Scalable.

Forget about being force fed cookie-cutter solutions. We'll do tailored integrations that perfectly fit your business.



Network Security. Redundancy. Reliability.

Our network provides unparalleled voice quality which connects your users across the shortest distances between 7 global POPs.