



CASE STUDY: NEWTON GROUP INTEGRATES 90 REMOTE EMPLOYEES WITH FREEDOMIQ

THE CLIENT

Gordon Newton, President
Newton Group

A well known and reputable telemarketing business based out of Grand Rapids Michigan.

THE CHALLENGE

Since 2003, the Newton Group ESA has earned a reputation for helping its clients significantly increase sales and drive profits. Being an elite provider of qualified leads, the Newton Group ESA has developed a niche by helping startups grow to cash flow giants. The company has experienced tremendous growth using a process-oriented approach focused on delivering value to its clients.

As the president of the Newton Group, Gordon Newton was looking for a phone system that would best suit his dispersed work force. With a big decision to make, Newton had spent over 3 months interviewing different phone providers in an attempt to determine whether a premise based or hosted system was right for his business. Because his agents have varying levels of tech experience, the system had to be easy to use and configure.

THE SOLUTION

After conducting significant research and interviewing 4 different premise based and hosted system providers, Gordon Newton found out about FreedomIQ. Immediately attracted to the business VoIP solution for its plug and play functionality, call reporting, call quality, and cost savings, Newton decided to set up a consultation with a FreedomIQ agent.

THE BENEFIT

The Newton Group chose the FreedomIQ service and immediately started reaping the benefits. Gordon Newton was able to use FreedomIQ to seamlessly connect his 90 employees located across the United States. The plug and play functionality allowed his agents to easily setup each system, after which, they could immediately begin making calls and use the popular tools. The FreedomIQ call recording, call reporting, and call monitoring features allowed him to improve call quality. In the end, the system saved him thousands of dollars on equipment and phone bill costs each year, and with attentive customer support, it saved him the headaches associated with answering technical questions a FreedomIQ agent.

Today, the Newton Group has virtual professionals working from all over the country. These professionals actively use the FreedomIQ system for all of their telecommunications needs on a daily basis.

THE TECHNOLOGY

The FreedomIQ Hosted VoIP PBX is a managed phone system that uses Voice over IP technology to place calls over the Internet. These Internet-based calls are considerably less expensive to complete than traditional calls, and the savings is passed on to the FreedomIQ user.

FreedomVOICE Systems, the developer of FreedomIQ, has over thirteen years of experience in the toll-free virtual office industry. The FreedomIQ service platform benefits from this experience with exclusive call clarity refinements and infrastructure upgrades that FreedomVOICE has created in over a decade of working with small business telephony.



FREEDOMIQ.COM
888-955-3520