



## Source One Tax Consultants Got Ready For Tax Season Early

Source One Tax Consultants wanted to be sure their small business phone system was ready for next year's tax season. They already ensured accuracy and efficiency for their clients at a competitive, affordable price. Now they wanted to be sure their telecom needs were part of the solution and wanted to choose the right one. To Source One, their clients are more than just a file or number, they are another opportunity to help a small business succeed.



### The Challenge

The phone and network hardware for Source One was aging and their bandwidth was not what it could be. While their surrounding neighbors were being upgraded to higher bandwidth speeds, their current internet provider did not increase theirs. Furthermore, although they already had VoIP small business phone system, some features that would allow them to handle customer calls more efficiently, without interrupting their day's workflow, were not being utilized.



### The Solution

One Stop Telecom set up a small business phone system with Call Queues. This allows their customers to leave less voicemails and choose to either hold for an available agent or receive a call back when it is their turn. This helps the Source One staff to assist more customers in less time and be more efficient in doing so. One Stop Telecom also helped them to increase their internet tenfold all while saving them money. With a newly installed commercial-grade firewall and guest Wi-Fi, customer and staff alike are benefiting from the increased security and performance.



The process was simple and virtually painless. The consultant made excellent recommendations, quick installation with state of the art equipment and is saving my company a significant amount in our telecommunication costs. We were able to increase our speed, network security, and phone efficiency while saving on our bottom line. I highly recommend One Stop Telecom. Thanks to the One Stop Telecom Team!

~ Diane Ervin, Source One Tax Consultants ~ Montclair, CA

### RESULTS

The changes in their small business phone system, call flow, and internet bandwidth allow both their offices to be ready for the upcoming tax season, when tax preparation will be at its height. By taking the time to make these improvements, well in advance, Source One is now ready to care for their client's needs on into the next year and beyond. They can also be confident that their network is secure. Ultimately, all of this leads to happy clients and better workflow for all the staff!