



Hancock Insurance

CLIENT: Hancock International

LINES: 6

CLIENTS: 2,000

PLATFORM: Nextiva Office Pro

♥ **FEATURES:** Nextiva vFAX, International Calling

“ I love the Support team, I never have to wait long, and they’re always friendly. ”

– Cory Wormell, Insurance Agent

CUSTOMER OVERVIEW

Hancock International is an independent insurance agency servicing clients in Arizona and Utah. The company began in 2005 in Peoria, AZ, and now works with over 2,000 clients. Instead of working with just one insurance company, Hancock International works with 20 so they can compare pricing and plans to find their clients the most competitive rates on business, property, and life insurance.

DILEMMA

Hancock was using Jive for their VoIP phone system, and they quickly became frustrated with their product and customer service. They consistently had to call in for issues, reporting that they sounded like robots and could barely hear their callers. When they called, they would be put on hold for at least thirty minutes, and the support representatives rarely knew how to help. They were also unable to call internationally, and with many customers living in Canada, this was not good for their business.

IN A NUTSHELL

Hancock International is an independent insurance agency servicing clients in Arizona and Utah. Hancock was using Jive for their VoIP phone system, and they quickly became frustrated with their product and customer service. They also needed a plan with international calling, as many of their customers are based in Canada. After researching VoIP providers, they made the decision to transition to Nextiva. The onboarding process took about three weeks

RESOLUTION

After researching VoIP providers, they made the decision to transition to Nextiva. The onboarding process took about three weeks to complete with no downtime. Hancock International decided to keep the phones they used with their previous provider, so they worked with Nextiva Support to provision them. While they waited for their numbers to port over from their old provider, Nextiva provided temporary numbers they could forward to so they could start using their new service right away.

The transition to Nextiva was smooth for the entire staff. They received great service and the call quality improved significantly, plus they could call internationally cheaply.

Hancock International also adopted Nextiva vFAX for online faxing, which they found to be a perfect fit for their business. Insurance agencies handle a lot of important information, including claim forms, medical records, and more that require signatures and extra security. Generally, these documents cannot be sent through email, so online fax is a very effective solution.

to complete with no downtime. They also decided to adopt Nextiva vFAX for sending important and confidential documents. The call quality immediately improved, and they were impressed with the expertise of Nextiva’s support agents. Hancock International looks forward to continuing to work with Nextiva for their communications needs as they grow.