

# USING ARBEIT VOICE TO INCREASE STABILITY AND REDUCE COSTS

HOW SWITCHING TO ARBEIT SAVED ONE AGENCY MORE THAN 75% ON THEIR PHONE BILL WHILE IMPROVING CALL QUALITY AND EXPERIENCE



**CLIENT:** Carter-Young, Inc.  
**PRODUCT:** Arbeit Voice  
**AGENTS:** 35  
**YEAR FOUNDED:** 2001

Before Carter-Young, Inc. found Arbeit Voice as their VoIP provider, they were dealing with frequent outages, dropped calls, poor customer service, and a vendor that was simply too large to understand their needs or provide a sufficient level of customer service.

It was important for Carter-Young, Inc. to find a vendor that understood the needs and problems of a debt collection agency. Because our products were designed by two former collection agency owners, and are highly customized to the specific needs of each customer we serve, we were the perfect fit.

## PROBLEMS THEY HAD:

- FREQUENT OUTAGES
- DROPPED CALLS
- POOR CUSTOMER SERVICE
- LONG CONTRACTS
- NEEDS WERE NOT UNDERSTOOD

## PROBLEMS WE SOLVED:

- REDUCED OUTAGES
- REDUCED COST
- PERSONALIZED SUPPORT
- UNDERSTANDING OF THE INDUSTRY
- INTEGRATION
- SIMPLE ONBOARDING
- EASY TO USE
- ACCURATE AND SIMPLE REPORTING





## NUMBERS TO KNOW

**78%**

SAVED ON THEIR MONTHLY PHONE BILL

**ZERO**

DOWNTIME

**24/7**

ACCESS TO IMMEDIATE, RELIABLE SUPPORT

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The onboarding process was simple and fast. According to General Manager Michael Jeselnik, the transition period from their old provider to Arbeit Voice only resulted in 20 minutes of total downtime.

Carter-Young, Inc. now relies on the ease of use, the overall reliability of the service, and the accurate and comprehensive reporting.

"I'm confident that when I request information, I'm going to get accurate results. With other services, I didn't have that same reassurance," said Michael.

In addition to the reliability, Arbeit's support team is known for responsiveness. The team at Carter-Young, Inc. know they will get an answer to a question immediately, without long wait times or complicated ticket processes.

Overall, Arbeit's experience in the industry and straightforward product solved Carter-Young's VoIP needs.

To sum up, Michael told us: "I'd like everyone to use Arbeit Voice."

**“I love being able to pick up the phone and know I can say 'Hello' to a human being.”**

MICHAEL JESELNIK  
GENERAL MANAGER,  
CARTER-YOUNG, INC.

