



QWEST SOLUTIONS FEATURING:

Qwest Control® Qwest®
Long Distance and Toll Free Solutions

Case Study: Home Buyers Warranty®

Qwest[®]
BUSINESS

HOME BUYERS WARRANTY CORPORATION

CUSTOMER:

Home Buyers Warranty Corporation
www.2-10.com

BUSINESS CHALLENGE:

Fast, efficient customer service is key to success for Home Buyers Warranty. With 70 toll-free numbers to manage, Home Buyers Warranty needed to change call allocation percentages and trunk routes much more rapidly. The company's existing vendor took from three days to a month to complete changes.

SOLUTION:

When Home Buyers Warranty selected Qwest® Toll Free and Long Distance services, the decision was heavily influenced by the capabilities of the Qwest Control® online administration tool. Using Qwest Control, Home Buyers Warranty can make allocation and routing changes in minutes and administrators have rapid access to billing and reporting details.

BENEFITS AND RESULTS:

- Qwest Control dramatically cut time for allocation and trunk routing changes from as much as a month to as little as ten minutes
- Cost savings of 50 percent over the previous vendor by bundling Qwest Toll Free and Long Distance services and Qwest Control
- Using Qwest Control to deliver accurate, timely billing saves at least two hours each week
- Rapid resolution of questions and issues with Qwest customer service and use of Qwest Control frees telecom staff to focus more time on core business activities

Since its founding in 1980, Home Buyers Warranty has provided structural and appliance warranty protection for over 3 million new homes across the U.S. Builders and real estate professionals recommend Home Buyers Warranty products, and home owners receive comprehensive coverage plus the convenience of a single, toll-free number to call to report problems.

FACING THE CHALLENGES

With 70 toll-free numbers to manage, Home Buyers Warranty needed the ability to change allocation percentages and trunk routes rapidly on short notice.

"With our previous vendor, it would take from three days to a month to get changes completed. But our business is very fast-paced, so we needed a much faster, easier solution," said Coleen Syrstad, telecom engineer, Home Buyers Warranty.

"We wanted the capability to make allocation and routing changes on our own," explained Syrstad. "Having a one-stop vendor was also really important to us for getting things resolved much faster than in the past. We wanted someone who knew our account inside and out—we needed a partner, not just a vendor," she added.



PROVIDING A SUCCESSFUL SOLUTION

Home Buyers Warranty chose Qwest® Toll Free and Long Distance services, and the decision was heavily influenced by the capabilities of the Qwest Control® online administration tool, according to Syrstad.

"With Qwest Control, we can make allocated changes on an as-needed basis. In addition, Qwest Control speeds and simplifies the billing and reporting processes," stated Syrstad.

“With Qwest Control, it’s fast and easy to make the changes that are essential to the pace of our business, and we have the data to resolve customer issues accurately.”

—Coleen Syrstad, Telecom Engineer

The implementation was nearly flawless, Syrstad reported. “Thanks to Qwest, the implementation was very well documented. We chose to do the cutover overnight during our off-hours, and Qwest definitely lived up to our expectations. We finished right on time, and we were up and running with Qwest Control immediately when the Qwest Toll Free and Long Distance services were installed,” she said.

Syrstad described the Qwest solution: “We have a huge network with trunking, multi-protocol label switching [MPLS] and data. We have two DS-3 locations and four or five affiliate locations that are going to be joining us via the MPLS network. We have ten dedicated Qwest Long Distance trunks in Denver, eight in Ohio, one in Georgia, and two in Texas, with multiple dedicated T-1 lines coming into each facility.”

Syrstad has high marks for the technical competence of the Qwest team. “Qwest has experience with voice over IP (VoIP), day-to-day telephony, and with data networks. All of this Qwest expertise helps us keep our business running smoothly,” said Syrstad.

DELIVERING RESULTS

Qwest customer service is always excellent, according to Syrstad. “When I go to Qwest, I know that what I need is going to be completed, and I know they understand what I am asking them,” Syrstad noted. “They understand my customers’ needs, but I can also talk technically with the Qwest team. I can brainstorm with them to get my job done in an even better way.”

Syrstad uses Qwest Control nearly every day. “Someone is always changing where they want a number to route, and Qwest Control has changed my life immensely. With Qwest Control, changes are fast and we get so much detailed information,” said Syrstad.

EASY TO LEARN AND USE

“Qwest Control is basically self-taught and it’s very easy to use,” said Syrstad. “I’ve given our Call Center Managers access to Qwest Control so that they can pull their own reports now. They just go into Qwest Control and get the information they need,” she added.

SPEEDS AND SIMPLIFIES BILLING

“Getting our bills in line with Qwest Control has been phenomenal. I can get the billing done in a timely manner and know that it’s correct. That saves me at least a couple of hours a week,” said Syrstad. “We know what we’re paying at a glance, and if I have any questions, I can go right to Qwest Control and find the facts,” she added.

REPORTING SUPPORTS INFORMED DECISION MAKING

“The detailed information in Qwest Control helps us make better informed decisions about whether to give a customer a credit or waive fees in some instances. We can tell how long callers were on hold, for example, if they complain about a long wait,” said Syrstad.

COST SAVINGS

“The cost savings over our previous vendor are about 50 percent with the combination of Qwest® Toll Free, Qwest Long Distance services and Qwest Control. Our call volume has increased and the savings are still that good, which is amazing,” said Syrstad.

FAST CHANGES DELIVER TIME SAVINGS

“My own labor time has dropped a lot thanks to Qwest,” said Syrstad. “With other vendors, I was on the phone for hours every day to handle changes requested by our Call Center. And then it took them from three days to a month to get a change completed. With Qwest Control, I can change the percentage or the allocation

(Continued on back cover)

for our toll-free numbers on the fly. It takes ten minutes, maybe 20, and when I need to, I can just change it back. Qwest Control definitely gives me more time to work on other projects and do things that are more valuable," Syrstad stated.

PROACTIVE CUSTOMER SERVICE

"Our Qwest account team is always proactive, always looking for ways to help us. For example, when MPLS came out, Qwest presented it to us, and we went ahead. MPLS is awesome, so much better than frame relay," said Syrstad.

In the near future, Home Buyers Warranty is planning to expand the use of Qwest Control for its data network. "In addition to the help now with our toll-free numbers, Qwest Control will give us a way to see the bandwidth our network is using. We'll be able to do monitoring and get alarms," said Syrstad. "Looking further ahead, we'll probably consider Qwest® Hosted IVR. This Qwest product will provide even more detailed reporting for calls that are handled on an outsourced basis by our agents, for example," Syrstad stated.

CONTACT US

[Send a priority email to your Qwest representative.](#)

Get Qwest. Get Nimble.

