



# TOWNE

## ANSWERING SERVICE

MEDICAL / PROFESSIONAL / TELECOMMUNICATIONS

P:215-723-4316 P:800-660-4316 F:215-723-9330

Professional Services

When I called an attorney friend who just opened his own practice, I was surprised he could afford a receptionist! I later discovered that receptionist service was provided by Towne Answering Service. He said he uses their front desk services to take messages and schedule appointments. They even text him about new clients and urgent needs. Towne also helps him by taking reservations for his monthly seminars. Impressed, I contacted Towne to see if they would be able to help take my tech company's customer service to the next level. My company's processes are now streamlined by using Towne's auto attendant. Help desk support calls can be transferred and auto-dispatched efficiently so my technical staff can continue working undisturbed.

Now I'm working with Towne to develop a disaster protection plan to ensure we will always be available for our clients.

*"Your ability to screen calls so that we are not disturbed during our off hours has been exceptional."*

*"For more than 13 years we have trusted Towne Answering Service. We have found Towne to be sensitive and caring to our families."*



Medical Offices | Facilities | Retirement Communities

My first move as the new manager of a busy, eight-physician practice was to work with Towne. Towne Answering Service is the perfect partner- all the services are HIPAA compliant, including secure texting. Our staff now uses the secure web portal to manage messages and update patient files. We can focus on our work knowing that during busier times, calls can overflow to Towne to take messages or schedule appointments. Towne even designed customized protocols for each of our doctors, so the after-hours emergency service fits the needs of each physician's lifestyle.

My friend is one of two employees in a small yet busy chiropractic practice. When she heard about all the functions Towne could take off her plate, it was a no-brainer to pitch using Towne to her boss. Now everyone in her office can focus fully on patient care thanks to Towne's virtual receptionist and appointment scheduling services.



*"I would never consider going to an automated system. Towne is here with LIVE PEOPLE to assist my customers."*

*"We're obviously not always able to be in the office, but we know you'll take good care of us in our absence."*

Commercial Service Providers

My accountant suggested I use Towne Answering Service to help manage my phones. Now, when my customers call during the business day, they think I have a full-time receptionist who can take all types of messages and even schedule service calls! Sometimes it's my own staff and sometimes, like when they're at lunch or busy, calls overflow to Towne.

After hours, callers are greeted by an intelligent attendant, another great Towne service, that helps determine if the call is urgent enough to dispatch to the on-call technician.

My friend works for a company that was totally overwhelmed by system-generated emails sent by their client's equipment. Towne is now helping him to manage those emails and dispatch the service requests. When the on-call tech receives the text detailing the service call, it even sends a link to GPS directions to the service call's location.

*"Your operators are courteous, friendly, accurate and understanding."*

*"We love doing business with people that care."*

*"Thank you for 35+ years of excellent service to us! We could not do what we do without you!"*



### Answering Service?

People still use answering services?

Isn't that an antiquated system of rotary phones and switchboards, irrelevant in today's technological landscape?

Back in 1954, when the answering service began, those were the state-of-the-art tools. What was true then still rings true today however....

Towne Answering Service only offers one product: **Service.**

We've come a long way from that old-fashioned switchboard. Our operators use the latest telecom technology but with the same professional and caring service 24 hours a day, seven days a week, every day of the year.

You strive to provide the best service to your customers. As an extension of your business, we do the very same thing.

**Give us a ring! We'd love to discuss ways we can partner with your business!**

## STATE-OF-THE-ART TECHNOLOGY

All of our systems are protected by redundant power supplies, using four independent sources. Multiple-route, multiple-vendor telecommunications lines and redundant switching and systems provide protection from system or hardware failures. Our facility is secure, staffed around the clock and consistently achieves the ATSI Gold Star Site Certification, exceeding industry standards in the areas of business practices and infrastructure, certified for 99.999% up-time.

Property & Facility Management | Municipalities

I was so surprised that during a meeting with a busy property management professional that we were not interrupted. I had to ask him what changed. He told me he's been using the services of Towne for all of his properties. Some properties require live operator services for their front desk and others prefer an intelligent attendant to process calls. No matter what, calls are now screened for importance and urgency and dispatched according to customized protocols for each property. He even uses Towne's elevator monitoring and alarm monitoring services for some of his properties. With all the options Towne has to offer, he gets interrupted only for legitimate needs. I work in municipality management and face similar challenges every day. So now I'm in the process of partnering with Towne to provide communication solutions for our entire municipality. With Towne, we'll have the ability to efficiently communicate with residents via a mass notification system, making them aware of



*"With not being in the office each day, it is assuring to know that our business is being covered as if we were there personally."*



## Providing Seamless Integration of People & Technology



rust in Towne to provide creative, customized solutions for your business. Our expertise gives you peace of mind, knowing that we're taking care of your customers 24/7, every day of the year. Enjoy the benefits of increased productivity, efficiency and cost savings when you work with Towne Answering Service.

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**Contact us today at 800-660-4316 for your FREE customized quote.**