

CASE STUDY

Welsch, Flatness, & Lutz

The Customer

Welsch, Flatness & Lutz (WFL) designs risk management programs that focus on business protection, benefits consulting, surety bond services, safety management, certificate programs, claims management, and personal insurance services.

Employee-owned and based in St. Louis, WFL has spent 25 years focused on one key objective: earning the complete trust of their clients. Their products provide an important level of support for their customers to move their own companies forward. Everyone at WFL is committed to the effectiveness of their customers' insurance programs. But in order to be fast and effective, WFL employees need to be connected. That's where Windstream comes in.

The Challenge

WFL wanted a more streamlined communications solution, so company executives decided to explore their options.

While WFL had made several changes to their communications solution through the years, the importance of communicating with customers and contacts remains constant. WFL is finding themselves increasingly more reliant on the Internet with transactions and additional services taking place online.

WFL needed a provider that could keep them up to speed on evolving technology which would in turn make them more efficient. That's when WFL called Windstream.

The Solution

Windstream sales reps worked closely with WFL to implement a specialty solution for the customer. WFL decided to employ Windstream's T1 Bundle solution using TDM technology.

"We were very impressed with the professional approach that the Windstream representatives took to create a solution that fit our agency and needs. They acted as a true business partner and have never left our side. The reliability of their service is unsurpassed. For the first time in my career, I feel I have a true communications partner – one that is willing to assist with all of our communication needs," said a representative from WFL.

Since their initial install, WFL has utilized other value-added products such as International Calling and Windstream's Audio and Web Conferencing. WFL is presently using Windstream as a consultant to work with potential equipment vendors as WFL continues to build onto their existing solution.

To learn more about Windstream's solutions, call 888-673-WIND (9463) or visit windstreambusiness.com.