

ABIGAIL MICHAELS CONCIERGE

Abigail Michaels brings hotel-style concierge service to 120 luxury residential and commercial buildings nationwide, including Chicago, LA, NJ, NY and a group of buildings in Washington, DC. They also service the private club Setai Wall Street and the new Intercontinental Times Square. The company offers traditional hotel concierge services – hotel and restaurant reservations, booking car services, sending flowers to people, gift suggestions, planning itineraries for visitors, spring cleaning, event catering, dog walking services, etc. When people move into new buildings, Abigail Michaels helps coordinate all their move-in details.

Business Challenge

The company's core hub is their main office, but it also has 11 off-premises locations. In many instances, they private-label their services under different branding for clients who want Abigail Michaels to operate under the alias of the client's own brand. The company was seeking a phone system that would let employees know how to answer the phone when clients call in to one of its properties, and also be able to select an outbound line to identify each of these properties.

Solution – Alteva Hosted VoIP Solution

Alteva provided Abigail Michaels with the unique, cutting edge communications solution they needed, at a lower monthly cost over their previous provider, with no need to sacrifice call quality. With multiple outbound caller IDs – to reflect the company which the employee wants to represent, customers are now less likely to ignore calls because they know who is calling since the outgoing calling number is now associated with the appropriate company name.

Alteva's solution virtually eliminated Abigail Michaels' dropped calls, static or missed calls, giving staff a better chance to personalize their service to incoming callers. In today's competitive market, implementing cutting edge solutions to maximize efficiency and provide a higher level of customer service is what is going to make the organization stand out amongst the competition. The monthly savings over the company's old system was enough to offset the installation and equipment costs; they will see a return on investment within the first 12 months.



Case Study

Abigail Michaels Concierge

Abigail Michaels' virtual call center and auto attendant allows employees to direct certain types of inquiries to certain types of concierge specialists. The system also automatically tracks hours of operation and holiday schedule so they don't have to worry about turning the phones on and off.