

Graduate School of **Computer and Information Sciences**

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Local Profiles: Atlanta - Past Articles

DiscountCall.com

Helping businesses make the right call.

By Nadine Cruit

Since 1996, Atlanta-based DiscountCall.com has made its reputation by avoiding the one-size-fits-all approach and offering telecommunications services that are tailored to each client. DiscountCall President Randy Berlin recently talked about the company.

What does DiscountCall do?

DiscountCall offers reliable, hassle-free phone and Internet (telecommunications) services to businesses of all sizes. This includes installation of integrated T1 and business lines, as well as high-quality phone systems.

Through our comprehensive national carrier networks, DiscountCall has the coverage and service to meet the needs of a variety of location types, from single location companies to companies with thousands of branch offices and telecommuters scattered throughout the United States.

What makes the company unique?

When new companies choose a phone or Internet service carrier or when existing companies decide to switch carriers they have two courses of action: They can contact a direct representative of a telecommunications service carrier or they can work with a company that is an authorized agent of multiple carriers. Direct representatives of telecommunications carriers are only able to sell their own product, often times they don't have access to lower rates, and they are always biased.



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DiscountCall provides an advantage by giving them the option to choose the telecommunications service carrier that best suits their needs. DiscountCall also has ability to offer key analysis of their clients' business requirements.

A large network of national telecommunications services carriers coupled with extensive knowledge of a variety of businesses allows DiscountCall to assess their clients' needs and recommend the service provider (phone and Internet), and/or phone system that is most effective for them.

DiscountCall has provided telecommunications services for over 1,000 companies since 1996. Our client list includes companies and organizations such as Cargo Brokers International, Inc. and the Atlanta Ballet.

We feel DiscountCall's level of customer service also places them at the top of their industry. Clients often note the level of attention given to their business, starting with the first consultation, continuing with the system installation, and extending to continuous updates made by DiscountCall's representatives to insure product satisfaction. To briefly cover other aspects of our business that are unique:

- * DiscountCall monitors the progress of installations online. In addition, clients have access to an experienced provisioning team to help answer questions and troubleshoot any difficulties during the installation process.

- * Trouble tickets are placed with the carrier and DiscountCall, who leverages their relationships with carriers to get quicker resolution.

- * DiscountCall provides advance notification of the renewal provisions in their clients' contract to allow them time to re-evaluate their telecommunications needs. This insures that at any given time, clients are receiving the best prices for telecommunications services.

We also offer one the area's largest national carrier networks, expert analysis of their clients' telecommunications needs, and superior customer service. While there are telecommunications service carriers that may possess one or two of these

qualities, few in this market can say they possess all three.

What does DiscountCall have planned for the future?

In the future, DiscountCall plans to introduce more VoIP platforms and to extend their service offerings to markets outside the Atlanta area.

Do you know an Atlanta company we should cover? Let us know about it. Send your local profile candidates to dan@computeruser.com.



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