

equinox update

february 2003 edition

Great Customer Support, a Hallmark of Equinox An experienced customer support team that goes the "extra mile"

A MISSION TO SERVE THE CUSTOMER

Equinox has a unique team of customer support specialists. In an industry characterized by high turnover, the average tenure of an Equinox support rep is over 4 years. Indeed, the Equinox customer support team is not only experienced and productive, but also continually striving to achieve its mission. *Our mission is to meet and exceed expectations by providing the highest level of service and respect to both our customers and coworkers, making every effort to create and maintain enjoyable working relationships and environments.*

SATISFIED CLIENTS SPEAK

- **Deborah Pate-Taitt, Z-Tel** – "You've got polite, professional educated people working for you. Keep up the great work."
- **Russ Moore, New South Communications** – "ALWAYS GREAT SUPPORT"
- **Kay Ellis, BTI** – "How can you improve on perfection?"
- **Chris Silker, Onvoy** – "Very efficient and professional service. I wish all of our software vendors were as helpful!"
- **Clare McNeil, Capsule Communications** – "I believe your support is outstanding. I am very confident in how your support prioritizes."
- **Natasha Lomax, BTI** – "Keep doing what you are already doing: employing great people!"
- **Tim Skeels, Primus Telecommunications** – "The service is great, how could it be better."

PERSONALIZED ATTENTION

Joe Herron, Vice President of Customer Service, has fifteen years of experience managing customer support departments. He explained what makes Equinox special: "If you call here, you are going to talk to someone; it is very rare that you go to a voice mail...we realize that what we do impacts people lives." Clearly, Equinox has a customer support philosophy based on personal relationships. In recent years, Equinox has focused on implementing team-based support programs and cross-training efforts so that all the reps will be ready to support any Equinox client at any time.

With nearly 200 customers worldwide, Equinox leads the way by providing cost-effective solutions that help carriers reduce losses, increase efficiency, launch new products, and improve quality of service.

If you have a unique need, please contact us at 800-544-8874, +1-615-612-1200, or sales@equinoxis.com, or visit our web site at www.equinoxis.com. We will be happy to work with you to prepare a detailed proposal and to provide a cost-not-to-exceed quote.

THAT'S THE LATEST FROM EQUINOX, HERE ARE SOME OTHER THINGS YOU MAY NOT KNOW...

- 2316:** The number of phone calls that the average U.S. citizen makes per year.
- \$1950:** Price of a two-week stay at California's Entrepreneurship Camp, for ages 9 through 16.
- 27:** Number of square feet of retail space per American.

- 59%:** Percentage of U.S. public school teachers who hold a second job.
- 4.7:** Average number of miles by which the Concorde flies closer to the sun than other passenger planes.



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