

CASE STUDY

Home Instead Senior Care,
Greater New Orleans Region

For a company like Home Instead that must be available 24/7, having a dependable and responsive answering service isn't a luxury. It's essential.

The Greater New Orleans Region of Home Instead has been delivering in-home care to seniors for over 20 years. Their highly trained and compassionate CAREGivers assist clients around the clock with non-medical daily living activities, including showering, cooking, errands, and transportation. During business hours, the staff is available to answer calls and handle emergencies. But after hours and on weekends, the company needs a reliable service to answer calls and contact the on-call team member if an emergency arises.

1 THE SEARCH FOR DEPENDABLE SERVICE

The answering service Home Instead used before Laser Answering Service wasn't meeting the company's high standards and didn't always relay urgent messages promptly. Marketing Director, Christian Rabito, said they heard about Laser's impressive reputation from other Home Instead franchise owners. Laser was highly recommended for their quality service and dependability. Christian explained another important advantage of using Laser, "They already understood our needs, values, and how we operate."

2**RESPONSIVE. CONSISTENT. ADAPTABLE.**

These are the words Christian uses to describe Laser. When Home Instead decided to change the customized message they were using, "Within the day, every single agent used the new wording in every phone call. We were very impressed with how quickly they adapted," Christian said.

One of the many features Laser provides is a customer portal that allows customers to listen to the recorded calls from the previous day. To make sure nothing gets overlooked, Christian listens to these recordings every morning. "I'm able to hear the interactions of everyone who calls after hours, so I know the agents are friendly, helpful, and say the right things," he said. On the rare occasion he's had input about a call, he's emailed Walter Hinkle, Owner and President of Laser, and told him his concern. Christian said, "Walter always gets back with me within the day, and the issue is resolved the same day. Walter is very responsive and easy to work with."

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3**ADVANTAGES OF SWITCHING TO LASER ANSWERING SERVICE**

In addition to paying less for this superior service, Christian is incredibly pleased with how well the agents screen the calls. He said they're able to decipher what calls the agents can take care of themselves and when they need to contact the on-call staff. "We're able to take a deep breath at the end of the day and on weekends because we can trust Laser will answer our calls the right way and connect with us when it's necessary. There's an extra layer of security, knowing we're in good hands," said Christian.

"If you're a Home Instead franchise looking for a reliable answering service, we highly recommend Laser. They understand our core values and mission as a franchise, and they are extremely easy to work with," Christian stated.

TRUSTED CALL ANSWERING...WHEREVER YOU'RE LOCATED

From emergency services to the customer portal, Laser's many features help businesses around the country every day. Laser has saved Home Instead money while also providing exceptional customer service. The live agents will answer your calls with professionalism and courtesy 24 hours a day, 7 days a week, and 365 days a year.

Learn how we can help you! (855) 775-4800