



## Message Vault Ensures Compliance & Proactive Customer Service

### Customer Case Study

Humphrey, Stump & Haynie



**Website:** [www.hshi.com](http://www.hshi.com)  
**Size:** 28 employees  
**Location:** Salem, Virginia  
**USA**  
**Industry:** Insurance

#### Customer Profile:

A locally owned and operated regional insurance agency, HSH prides itself on its reputation for taking the time to assess and listen to the needs of each client. They combine old fashioned values with modern technology to provide the very best protection at the most competitive price.

#### Why they deployed Message Vault:

- Proactive message archiving
- Ability to track message handling
- Phone system administration tools

#### Solution deployed:

- Message Vault 3.2
- Annual Maintenance & Support



***“Knowing that Message Vault is running on our phone system gives me peace of mind. I like that!”***

*Anita Robarge, Chief Financial Officer*

#### Situation

Humphrey, Stump & Haynie (HSH) is an insurance agency highly driven by a focus on their customers and leveraging technology in support of providing excellent service. Customer interactions via voicemail are designed to be extremely responsive, especially as all policy coverage changes can only be made by speaking directly with a client.

HSH had several issues that led them to consider voicemail archiving with Message Vault. First, they had previously encountered a customer claiming to have left multiple messages without getting a response. To a customer service driven culture like the one at HSH, this was a significant concern.

Secondly, they maintain more voicemail boxes than their employee population. Messages could be orphaned in a currently unused voicemail box. They wanted a better option to help them administrate their voice messages.

Third, because of their laser focus on customer service, HSH saw Message Vault as a means to help them monitor responsiveness. They wanted, if needed, to be able to go back to a customer's original message to gain clarity on a situation, and continuously improve.

#### Solution

Via their local Cisco integrator Advanced Logic Industries, HSH heard about Message Vault and became an early adopter. Message Vault's benefits to address their customer service and compliance needs seemed a very easy fit. Their phone system support engineer loved the easy administration and set up, and they had the system running within a couple of days of approval.

Now HSH has the tools to ensure electronic record retention compliance, they have a powerful customer service tool and the peace of mind that their data is appropriately stored and accessible. In fact because of the storage efficiency of Message Vault (up to 94% more efficient than backups) HSH plans to lengthen their retention policies.



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