



What Can An Answering Service Do For You?

- Answer Midwest helps businesses and professionals improve their customer service response, increasing sales and improving profits.
- Your customers are relieved of the aggravation of going through multiple prompts, waiting on hold, leaving a voicemail to a recording they can't be sure you will ever get - or worse yet - a ringing phone.
- With Answer Midwest you can concentrate on what you do best. Your customers get the immediate attention they want and you reap the benefits. From retail business to a medical practice, and everything in between, we can show you how to function more effectively and efficiently.



Gary L. Tedrick,
president of Answer Midwest says,
"We adapt to match your customer service needs."

What just a few of our clients have to say:

"Over the years we have come to rely on Answer Midwest and their attendants to keep us informed of the temperament of our customer base. Since we began the process of follow-up calls to our service department customers we have seen our GM ranking rise and remain at the highest levels. It is amazing what just a little bit of attention will do to change an attitude."

David Stevenson, Vice President
Quality Pontiac, Cadillac, GMAC

"We have chosen Answer Midwest over many other available alternatives to provide after-hours support for our customer service and help desk. It has allowed us to lower our costs, increase our responsiveness and raise customer perception in a fast, effective and cost-effective manner."

Adam Schulz, Director of Customer Services
Aero Group

"We have tried other services and found that Answer Midwest delivers the best service, making the complex into a workable and productive program. They continue to be responsive as we grow, and we find ourselves depending more and more upon them to effectively handle our after-hours calls."

Nick Goodrich, IS/Corp Division Director
Visiting Nurses Association

"We have been very pleased with the services Answer Midwest has provided for our after-hours emergency services program. They have proven to be a key factor in helping us to manage our rapid growth - growth so rapid that our parent company, R.W.E., was recently recognized as the fastest growing business worldwide. We are also thrilled to have found that we can outsource to a local American firm, keeping the quality we need and taking advantage of the cost effectiveness of the new technologies available."

Robert Birdwell, Operations Manager American Water Works
American Water Resources Inc.

Why Should I Use Answer Midwest?

- We have served the medical and business community continuously since 1946.
- We can help you improve your customer service response.
- We can help you offer a live, caring voice to your customers on every call.
- Add the help desk you have always wanted.
- Generate new income by not losing customer inquires.
- Spend your time on what you do best. Let us handle the phones.
- You can tell your customer, "call me anytime day or night we'll be there."
- We can protect you from non-emergency calls. Just let us take the heat.
- Prepare for the unexpected. Use us as your "disaster recovery" point.
- We already employ the quality attendants you are looking for.
- We can function as your help desk, customer interface and order taking desk. Use your imagination as to how you can best use us 24/7.
- We can gather customer information or responses to your inquires, advertisements or offer of service 800 numbers.
- No matter how small, you can have an active 800 number order desk.
- Our average customer spends less than \$100 a month.

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