



CLIENT: UCPM
EMPLOYEES: 40+
LOCATIONS: 3 plus remote employees
PLAN: NextOS Enterprise

“ We are happy with our service and plan on using Nextiva far into the future. ”

- Bart Jarman, Executive Vice President, UCPM

CUSTOMER OVERVIEW

UCPM Environmental Insurance is a national environmental insurance wholesaler, with offices in Arizona, California, and Maryland, working with companies all over the United States. Founded in the late 1980s, UCPM has grown to have forty employees providing specialized corporate insurance for pollution. Since a large portion of their team is spread across the country, a lot of internal communication is done over the phone.

DILEMMA

Most customers are commercial insurance agents and brokers, who also heavily rely on phone and fax for their communication. With that combination of people using phones so often, it was extremely important to find a communications provider they could rely on.

UCPM looked for a phone company in 2015 when they were growing on a ShoreTel system with increasingly more users, but they couldn't keep up with their remote offices. Afterward, they switched to RingCentral for remote offices, but found they couldn't transfer calls between the two systems. They struggled to find a provider that could support the services they needed - a robust and integrated communications system across different locations.

RESOLUTION

UCPM became a Nextiva customer in 2016, switching their offices and remote employees over the following month. Members of the Nextiva team trained UCPM staff how to use the new phone system, choosing to use soft phones for their tech team. The company uses vFAX, call recording, the Nextiva App, and Nextiva Office. They are easily able to set up new employees, configure out of office messages, and more using the NextOS portal.

Nextiva was able to unify UCPM's communications, simplify their internal correspondence, and provide a secure and reliable platform for speaking with their customers. Their experience has been positive with Nextiva, and they are happy with the great service they receive when contacting the team.

UCPM has found that Nextiva scales well and is a great solution for the environmental insurance wholesaler. Bart Jarman, Executive VP, stated, "We don't have to rethink our choice for another solution. Nextiva saved us from a nightmare—our system was a mess!"

FAVORITE FEATURES



vFAX



Nextiva App



Nextiva Office



Call Recording