

StarTEL, Professional Teledata & Alston Tascom People, Solutions & Services You Can Count On

Office Locations

- Irvine, CA
- Chico, CA
- Manchester, NH

Industries Served

- Contact Centers
- Education
- Government
- Healthcare
- Insurance
- TAS
- Utilities

Solution Benefits

- Increased efficiency
- Reduced costs
- Increased productivity
- Enhanced customer experience
- Increased revenue

Since its founding in 1980, StarTEL has been providing contact center solutions and services to a variety of industries, including education, government, healthcare, insurance, telephone answering services (TAS) and utilities. Our customers rely on our solutions, including the StarTEL Contact Management Center and the StarTEL Soft Switch, to increase business efficiencies, improve agent productivity, reduce operating costs and increase revenue.

On September 2, 2015, StarTEL and Professional Teledata (PTD), a pioneer of hosted and premise-based solutions for call centers, announced that the two companies had merged to create a larger, stronger, more diversified company with a broader array of products and services. Two years later, on September 1, 2017, StarTEL and Alston Tascom, a provider of premise-based and hosted TAS solutions for call centers, merged. Combined, StarTEL, PTD and Alston Tascom have customers in every state across the United States as well as Canada, Central America, New Zealand, and Switzerland.

Our Solutions

We understand the cost and resource challenges facing many of today's companies and is pleased to offer the marketplace with comprehensive and affordable solutions designed to deliver measurable results to our clients.



Unified Communications: Integrate your key communication channels in one complete package with our Unified Communications solution offering. Call, email, text, IM, SMS, page and fax all from your StarTEL Soft Switch and benefit from enhanced communication, universal access, greater collaboration and improved continuity across all business processes.



Business Process Automation: Save time & money by automating time-consuming tasks and processes. With our Business Process Automation solutions you can schedule appointments and send reminder confirmations, automatically record all agent-customer conversations and receive real-time reports when you need them.



Performance Management: Gain real-time insight into the performance of your organization, your systems and your employees with our Performance Management solutions. Use the reports, evaluations and analytics to identify areas of opportunity and when needed, take action to improve processes, communication & delivery.

“The company’s staff is incredible. From their sales reps and trainers to their installers and remote service team – they are all so responsive and supportive. They truly understand the sense of urgency in a healthcare setting and the need to maintain a redundant and reliable system.”

Maureen DiTore
Director,
Telecommunications,
The Valley Hospital

Our People

Our employees represent the competitive and innovative force behind everything we do. While our cultural upbringings, education and professional backgrounds are quite diverse, we are all bound by a shared passion to serve and innovate. When you engage our team you get unrivaled access to our extensive knowledge of proven business process, best practices, and technologies.

Our Services

We’re dedicated to helping our customers maximize their technology investment & achieve operational efficiency through the following services:



Customer Support: Our customers’ needs always come first. Our commitment to customer satisfaction extends to our highly skilled team of field technicians, located throughout the U.S. and ready to help at anytime of the day or night. Our goal is to keep your organization operating at peak efficiency 24/7 x 365.



Education Services: Our training programs are designed to match our clients’ needs. We help our users achieve their business goals and get them up and running quickly so they can focus on what matters most to them – providing excellent customer service to their clients and their clients’ customers.



Professional Services: Take advantage of our consulting, software development and third-party integration services! Our team of experts are here to help you leverage your technology investment through innovation and proven contact center and TAS best practices to achieve your business goals while reducing the risk of doing it yourself. Our main objective is to help provide you with the highest return on your investment.

To find out how we can help you boost productivity, reduce costs and increase revenue, contact us at sales@startel.com or 800.782.7835.

About Startel, Professional Teledata and Alston Tascom

Startel, Professional Teledata and Alston Tascom are leading providers of unified communications, business process automation, and performance management solutions and services. With a combined 90+ years of experience, the companies have established a loyal customer base in healthcare, contact centers and a dozen additional industries. Startel, Professional Teledata, and Alston Tascom leverage their unique solutions and industry knowledge to empower organizations to improve agent productivity, reduce operating costs and increase revenues. For more information, call 949.863.8776 or visit www.startel.com.