



News Release

Media Contact:

Rachel Hayes

949.863.8776

rachel.hayes@startel.com

Easybee Chooses Startel to Grow its Virtual Answering Service

Irvine, CA – October 23, 2018 – [Startel](#), a leading provider of contact center solutions, announced today that [Easybee](#), a virtual answering service provider, has selected Startel to standardize its call handling and continue to support its expanding bilingual services footprint.

In July 2018, Easybee installed the [Startel Cloud Solution](#), a Windows-based, multichannel platform that combines queuing & routing processes, scripting & dispatching and real-time monitoring. A cloud deployment was necessary for Easybee, which is headquartered in Miami, Florida and employs English/Spanish speaking operators located in El Salvador, Central America. Previously, Easybee was using a basic call center system that lacked the functionality the company needed to grow its business and provide customers with a higher level of service. In the three months since Easybee has been using the Startel Cloud Solution, the company has experienced positive results.

“Investing in Startel was worth every penny, and more,” says Moises Hasbun, General Director at Easybee. “We have seen a decrease in operator mistakes and an increase in customer satisfaction. We can also get new clients up and running in two hours, which is much quicker than before. We chose Startel because the company is forward-thinking about new technologies, connectivity and information, which are all ever-changing. I feel that we are in good hands and have a partner to help us navigate through any technical advances or challenges that may impact our industry.”

“We are thrilled that Easybee chose Startel as their preferred vendor partner,” said Brian Stewart, President and CEO of Startel. “Easybee has accomplished significant organic growth by employing a business model focused on offering high-quality bilingual services. In the same way, Startel delivers not only the best contact center solutions, but is committed to providing its customers with the latest technology available.”

Easybee currently offers bilingual services to other telephone answering service and call center providers.

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.

About Easybee

Easybee is a virtual answering service provider focused on delivering English/Spanish bilingual services to companies of all sizes across a wide range of industries. The company is based in Miami, Florida but a majority of its operators are located in El Salvador, Central America. The virtual receptionist model enables Easybee to quickly scale up or down to meet customers' needs. For more information, call 305.447.7022 or visit www.easybeereceptionist.com.