



**SIMPLE. STREAMLINED. SECURE.**

## Certified Partner Business Case Study



**Southern Voices, Inc.**

**"I'm excited about miSecureMessages and look forward to introducing it to more clients in the future."  
Jason Miller, Director of Sales & Marketing**

**How telephone answering services can increase their income by utilizing miSecureMessages!**

### About miSecureMessages

miSecureMessages is part of the AMTELCO and 1Call family of communications tools, providing healthcare organizations, call centers, and enterprise environments with a secure, reliable messaging solution customized to meet their precise needs.

AMTELCO has a strong history in the telemessaging industry and was founded in 1976. AMTELCO is focused on providing call center solutions that meet or exceed customer expectations and are backed by top notch service and support. Millions of telephone calls are processed every day by AMTELCO systems and software in operation in all 50 of the United States and more than 20 foreign countries. By working closely with customers, AMTELCO continues to develop innovative features and products.



**A:** 4800 Curtin Drive  
McFarland, WI 53558

**P:** 800.356.9148

**W:** [INFO@MISECUREMESSAGES.COM](mailto:INFO@MISECUREMESSAGES.COM)  
[MISECUREMESSAGES.COM](http://MISECUREMESSAGES.COM)

## Overview

Various business sectors (such as healthcare, call centers, and corporations) that rely on safe communication, needed a new way to communicate securely, a system that could benefit their organizations instead of hinder them.

Southern Voices quickly noticed that these organizations weren't waiting around for the pager to become completely obsolete. They wanted a new solution to their communication problem now.

1,000+

Hospitals & Call Centers Served

Millions of telephone calls are processed every day by AMTELCO systems and software in operation in all 50 of the United States and more than 20 foreign countries.

44

Years in Communication

AMTELCO has a strong history in the telemessaging industry and was founded in 1976 to provide communication solutions to the answering service and medical messaging industry.

25

Patents

Bill Curtin, the founder of AMTELCO, received his first telecommunications patent in 1951. Since that time, AMTELCO'S innovation has added over 25 patents.

## Solution

Southern Voices was able to provide that solution by giving a safe and secure alternative to pagers—miSecureMessages.

miSecureMessages (MSM) is a powerful, secure smart phone paging and messaging application for Android™ and Apple® devices and wearables that supplements and replaces paging technology and enables two-way secure communication using the power of the miSecureMessages app.

Call centers can be confident that all MSM messages are completely secure. HIPAA and HITECH regulations require that all patient-sensitive information is kept secure. miSecureMessages uses end-to-end encryption with its messages to provide this security.

### How did Miller address concerns about miSecureMessages?

#### Created Interest and Value.

By providing a demonstration and a free temporary license for a week, Miller enabled physicians to experience the benefits of miSecureMessages.

#### Emphasized Security.

Miller made a point of stressing early and often how miSecureMessages uses encryption technology and is safer than regular text messaging.

#### Efficient Two-Way Communication.

Miller made sure to explain how much more efficiently and safely doctors can work with one another.

#### Faster Response Time and Patient Satisfaction.

Another big selling point that Miller stressed for clients is the significant reduction in doctor response time that comes as a result of using miSecureMessages.

#### Seamless Integration.

miSecureMessages easily integrates with other systems and platforms which makes it easier and more efficient for users to send secure messages to anyone they choose.

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