

## NHC Streamlines Everyday Operations for allConnex, Saving Time & Effort

*allConnex, a Massachusetts-based agent serving over 1500 clients, needed a provider with a broad product portfolio and the ability to provide service quickly and easily. NHC stepped in as an organization allConnex could trust and rely on.*

### The Problem

Major carriers often take weeks to provide quotes for new services, creating a frustrating waiting-game for allConnex to offer its clients and sub-agents what they need in a timely manner. Some providers made it difficult to promise certain end results to clients because they would have internal problems, sometimes go bankrupt, be unresponsive, and generally lag.

allConnex was looking for a premier provider that delivers the right mix of products with responsiveness, timeliness, and superior, efficient service.

*"When our customers are asking for answers, we need to deliver those answers quickly. NHC does a great job of that."*

*– Jamie Kuzman  
Managing Partner, allConnex*

### The Solution

NHC developed a relationship of trust with allConnex, maintaining communication early on to serve as a resource instead of just coming in to sell products. This led to a long-term partnership where allConnex could rely on NHC to meet customer needs for a broad array of services. NHC:

- Provides excellent customer service that major carriers often lack.
- Offers a variety of products through THE Communications Stack™ that mesh well with allConnex's clients' needs.
- Acts quickly on requests so that allConnex is able to solve client problems efficiently.
- Provides quotes within days, not weeks.

For allConnex, NHC delivers on every aspect of what a solution provider should bring to the table. "From the service, to the team, to implementation and configuration, they get done what needs to get done – and they do it quickly and well," said Jamie Kuzman, Managing Partner at allConnex



## The Result

By bringing on NHC as a provider into their diverse portfolio, allConnex was able to more successfully, quickly, and accurately navigate the various needs of their customers. allConnex is a one-stop-shop for clients, and NHC's Communications Stack gave allConnex the optimal mix of products to serve up.

"Once we started quoting with NHC, it was obvious they had the right products for the clients we work for."

– Jamie Kuzman, Managing Partner, allConnex

"Right now, work is hectic in a good way. At the end of the day, working with NHC frees up our time, and we're able to focus on customers that need something like moving, adds, or changes, and we can focus on other aspects of our business," said Kuzman.

**NHC's clear pricing, responsiveness, and understanding of allConnex's clients' challenges made it simple for allConnex to successfully manage each customer's unique process.** This saved allConnex time – not just streamlining the quoting and sales process, but freeing up time for them to grow business in a busy era where clients demand quick service at a moment's notice.

"The people behind the scenes at NHC have always done a good job communicating with us. Whenever we needed something, management was quick to get involved in navigating us through our clients' needs."

– Jamie Kuzman, Managing Partner, allConnex

