

NHC's Focus on Customer Service Pays Big Dividends for CD Partners

In 2005, John Frustaci, President of CD Partners, started his telecom agency in Philadelphia, PA. His provider portfolio was looking solid, but when he started working with NHC, he was blown away by their responsiveness and dedication to customer service.

Frustaci loved NHC's cohesive billing model and overall support for their clients. The relationship has contributed greatly to CDP's success.

Searching for a Provider He Could Trust

CDP had a few established relationships with other providers. That meant CDP would normally go with those providers over NHC given their long history of work together. But CDP wasn't totally sold on the value of those relationships, their focus, and deliverables. Frustaci decided to give NHC a shot.

Right out of the gate, NHC's customer service, accessibility, and level of commitment to their clients impressed CDP. Frustaci noted that **NHC's consistency with their superior responsiveness and dedication was atypical of other providers.**

Frustaci said, "As NHC grew, they never lost sight of their focus on customer service and helping solve problems for our customers. Some other providers we've used did not maintain that focus as time went on. NHC always has."



Moving On Up

NHC became an asset to CDP in several ways, but ultimately NHC's product and services portfolio – combined with their laser-focus on customer support – kept them a CDP preferred partner.

Initially CDP used NHC for traditional telecom services, but over time, their product and service offerings grew to include internet, data, and multi-location network solutions. **As CDP's clients' needs grew beyond traditional telecom services, NHC was able to step in and provide the products and services CDP's customers needed to expand their businesses.**

NHC and CDP developed such a positive working relationship that CDP now has a voice at the table when NHC is considering how to build out its portfolio. With a mutually successful relationship, **CDP directly benefits from NHC's continuous evolution and adoption of new technologies.**

"It's not often you find a provider who listens like NHC."

–John Frustaci, President, CD Partners

Frustaci said, "They were very willing to receive our input on their own products and services, and that made for an even more trusting relationship going forward."



The Results Speak for Themselves

One of the biggest benefits NHC provides is time saved. Frustaci said NHC's support translates into worry-free processes. "We don't have to worry about dissatisfied customers. It's nice working with a provider that we can hand things off to and who has our back," he said.

Some added benefits of working with NHC include having access to their senior management team and relaying information on the competitive landscape. Frustaci said that other providers' senior teams tend to stay behind the scenes once the contracts are signed. But with NHC, they still have regular communication with their leaders and discuss industry trends and growth opportunities.

"Many organizations in the marketplace tend to shop around just to save a buck. The customers that we pair with NHC don't do that. NHC keeps them going for an average 5-10 years of tenure."

– John Frustaci, President, CD Partners

Frustaci added, "Because NHC continues to evolve, they have become more innovative and are solving more problems for us and our customers."

