



## Business Phone System

A business phone system from NTi Technologies provides your company with a high level of reliability, responsiveness, and customer service. We're a full-service company dedicated to your needs.

NTi is the leading provider of business phone systems in the Dallas, Texas area.

We proudly offer:

- Strong communication connections
- Rapid responses to voicemail messages
- Quick retrieval of customer information
- A willingness to help and support
- Provide convenience, features, and options
- Ability to chat with a human online or onsite
- Multiple customer service channels



# CLIENT SPOTLIGHT

## Jeff from BlackBoxStocks.com

Jeff Sharrock is the Director of Operations and Vice President of BlackBoxStocks.com, a Software-as-a-Service (SaaS) data analytics platform for stock and options traders.

### **Q.** What service does NTi provide for you?

**A.** "At BlackBoxStocks, we call every new member personally to welcome them to our system and answer any of their questions. As such, we perform a lot of outgoing calls daily. As our company grew, we realized we required a very reliable phone system and certain features that allowed us to provide a better customer experience."

"NTi Technologies provided and installed our original business phone system. Over the years, they proved themselves to be a highly valuable partner. If we experienced any issues, all it took was one quick phone call, and they quickly went to work to fix it."

"When it came time for a new system, we didn't shop around as we knew NTi would take care of us. We reached out to our contact and explained our new phone requirements. They provided input on what data we would need to drive the phone system and achieve our goals. We ultimately wound up buying the recommended NEC system."



**Q. What's it like to work with NTi?**

**A.** "For starters, NTi is highly responsive. Whenever we call, we immediately get a live human being, not a computer or confusing phone tree. They take the time to listen to our questions and work with us to find the right solution."

"Secondly, we've been with NTi for many years. Our experience has been nothing short of fantastic; however, on the rare occasions a "hiccup" arose, NTi immediately got to work fixing it."

**Q. Are there any incidents or situations in mind where NTi went above and beyond to help?**

**A.** "There are two instances that come to mind. Our older phone system was a Vodavi, and the manufacturer stopped making phones and parts to service them. We ran into an issue a few years ago, where one of the network cards in the main phone broke—it completely shut down our phone system."

"We immediately reached out to our contact at NTi, and they somehow were able to find a replacement card and got our phone system back up and running extremely quickly."

"The second situation was when we moved to a new building in Dallas. We soon found a major issue with the wiring that runs from the basement up to the office. This challenge prevented us from hooking up our phone system. We called NTi, and they immediately sent out a technician who was able to get the proper wiring run in an extremely short period of time."

"NTi Technologies has gone above and beyond the call of duty for us by providing special assistance, people-oriented customer service, and a phone system that solves our challenges. At the end of the day, they make us feel special, and that relationship continues to improve year after year."



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