

Our Customers Speak Out

"I cannot tell you how pleased we are with the On Hold Marketing message that you produced. We have had rave reviews from clients and other associates about the professionalism that your production shows for our practice. Thank you again for providing such a professional, user friendly and affordable solution."

J. Carlton Morse II, CFP[®], CIMA[®]

Managing Partner – Morse Wealth Management, LLC

"The On Hold Marketing Team met our company's request with great efficiency and enthusiasm. They understood our specific needs and helped generate concise and comprehensive copy to keep our on hold message current and informative. BCN Technical Services, Inc. looks forward to continuing our relationship with On Hold Marketing."

Julie Gray, Marketing/Program Management Assistant

– BCN Technical Services, Inc.

"As a result of our On Hold Marketing programs, there's an increased awareness of our various products and services amongst our callers and current customers. They're now hearing about things they just didn't know about us previously, and we're getting more inquiries about many of the products and services we sell. You guys and gals are great! You do a great job for us."

Debbie McClellan – Mohawk Finishing Products

"On Hold Marketing provides an extremely cost-effective program. It has been a great tool to keep our members updated on new products and product enhancements. The team at On Hold Marketing is very professional and responsive to my changing needs. I would recommend their services without hesitation. I am very pleased with attention and care given to my account."

Tina Endicott –

VP of Marketing & Business Development
Partners Financial Federal Credit Union

Don't let silence, a CD, or a radio station determine your callers' impression of your company.

*We'll design a customized music and message on-hold program that creates the right impression...
...the professional image your customers expect.*



On Hold Marketing
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Phones: 800-342-0098
804-273-6900

www.onholdmarketinginc.com



"25 Years of Excellence"



**Customized Music and Message
Programs For Your Business
Telephone System**

**Enhance Your Professional Image
While Educating Your Callers**

...the original On Hold Marketing

When your callers are On-Hold, you've momentarily lost control of how they feel about your business ...and your customer service. Callers can become *im*-patient ...some will hang-up ...or hang-on in increasing frustration.

Your *customized* On Hold Marketing program will engage your callers ...reducing the ill effects of a poor experience while On Hold.

The Difference

- We do all the work
- 70 years combined telecom, VoIP, production, & marketing experience
- In-house writers, studios, & sound effects libraries
- Programs lengths longer than the industry average
- Male and Female Voice Talent
- Consultation on what does and doesn't work
- 97% customer retention year after year
- Three years International HOLDIE Award winners for creativity

In-House Creative Media Productions



**The process is
Easy For You
because we do it all...**

- Scripting
- Production
- Music and Talent Selection
- Periodic Reminders to Refresh Your Program

Benefits

- Reduce Hang-Ups
- Improve Your Professional Image
- Cross-Promote Products and Services
- Reinforce Ad Campaigns
- Introduce New Products/Services
- Show Community Participation
- Enhance Customer Service
- Build Your Brand
- Customers Ask More Questions!

Other Services

- Voice Prompts for Automated Attendant
- Lobby/Waiting-Room Music & Messaging



L-R: Brian, Allen, Dan, Rich, Karen