



If you've called CJ lately you'll notice two new developments. First off and most importantly... you'll get through and secondly that we have a new auto attendant system.

For years CJ struggled with a finicky phone system that at times would just not answer, and when it did, often took the caller into an endless cyber-based voicemail ether.

Securing a reliable, responsive and cost effective telecommunications system was a top priority of CJ's new Operations Director, Shannon Clover, who started in July, 2008. And boy oh boy, did she ever hit the ball out of the park!

The project's success is largely attributable to the fantastic telecommunications consultant we hired, Kris Macurdy of [Three Rivers Telecom Consulting](#) (TRTC). TRTC earns its keep by sharing the savings they create for their clients. A true win-win relationship.

Kris helped us save money on our telecom services including phone, wireless and internet. All in all we're spending about 18% less each month, which we split with TRTC. Kris also helped us design and implement a new telecom system including a review of system options, selection and management of installation contractors, and system set up. Installation and set up proceeded flawlessly and the project as a whole allowed us to achieve all of our communication infrastructure goals.

It is not often that you find a vendor that consistently exceeds expectations and we're really glad we did. We hope that you enjoy the improvements to our phone system as well!