



ADVANTAGE
TELEMESSAGING



529 Reading Avenue / Suite I
West Reading, PA 19611
(855) 372-5551
(610) 372-5551
f- (610) 372-5830

MORE THAN "JUST THE ANSWERING SERVICE"



YOUR CALL MANAGEMENT PARTNER

You've spent years putting all the pieces of a successful business together. Shouldn't the call center you choose care just as much about your calls as you do?

Advantage TeleMessaging, Inc. understands that running a practice in today's fast-paced environment is tough enough. Since 1994, we have provided call management services that can afford you the competitive edge you need without wasting your time or breaking the bank.

Advantage TeleMessaging, Inc. is one of only 34 call centers in all of North America to achieve 24/7 Gold industry certification from the Association of TeleServices, International (ATSI) and have agents and supervisors on staff who are also ATSI certified. We are multi-year award winners of the Award of Excellence for Customer Service by ATSI as well as the Canadian Call Management Association (CAM-X).

Wherever you find business, you will find **Advantage TeleMessaging, Inc.** We have the resources and solutions to support your organization!



GIVE YOURSELF "THE ADVANTAGE"



ANSWERING SERVICES

Our flagship service! **Advantage TeleMessaging, Inc.** offers friendly, award-winning 24x7x365 telephone answering services for medical practices, businesses and individuals. We are the only answering service in the area to have telephone agents certified by the Association of TeleServices, International.



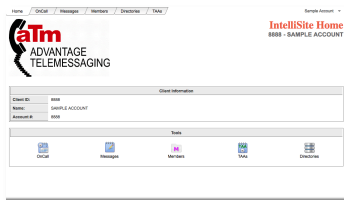
VIRTUAL/REMOTE RECEPTIONIST

Whether you don't have the budget for a full-time receptionist, your call volume is so high you are having trouble keeping up or you are just trying to cut costs and relieve some HR headaches, **Advantage TeleMessaging, Inc.'s** Virtual Receptionist service is just what you're looking for!



SECURE MESSAGING

Our two-way, HIPAA & HITECH-compliant direct messaging application for smartphones and tablets will allow you to receive your answering service messages on iOS, Android and BlackBerry smartphones and tablets. This is the perfect solution for medical practices and hospitals. Already using a Secure Messaging solution? Chances are we can integrate!



INTELLISITE

Advantage TeleMessaging, Inc.'s revolutionary IntelliSite is a web-based and mobile-compatible application that allows you to seamlessly communicate and share real-time information with **Advantage TeleMessaging, Inc.** From medical offices to sales to service companies, IntelliSite is your perfect solution!



APPOINTMENT SCHEDULING

Advantage TeleMessaging, Inc. offers full-service Appointment Scheduling and Event Registration services. Whether your needs are short-term or long-term, we can design a solution for your medical practice, business or event! You can use our Scheduler on its own or in tandem with our award-winning answering services.



BROADCASTS & REMINDERS

Advantage TeleMessaging, Inc.'s new Automated Services are an enterprise-class suite of notification solutions designed to help increase efficiency within your practice. Our HIPAA/HITECH-compliant notification system can automatically contact your patients for a variety of relevant notifications via phone, e-mail or text message.



TEXT MESSAGING

Are you mobile? Need your messages fast? Then text messaging from **Advantage TeleMessaging, Inc.** is the solution for you! Lightening fast and compatible with the majority of devices and wireless providers in the USA and Canada. Our text messaging solution is 2-way meaning you can reply to our messages to reach our friendly telephone agents.



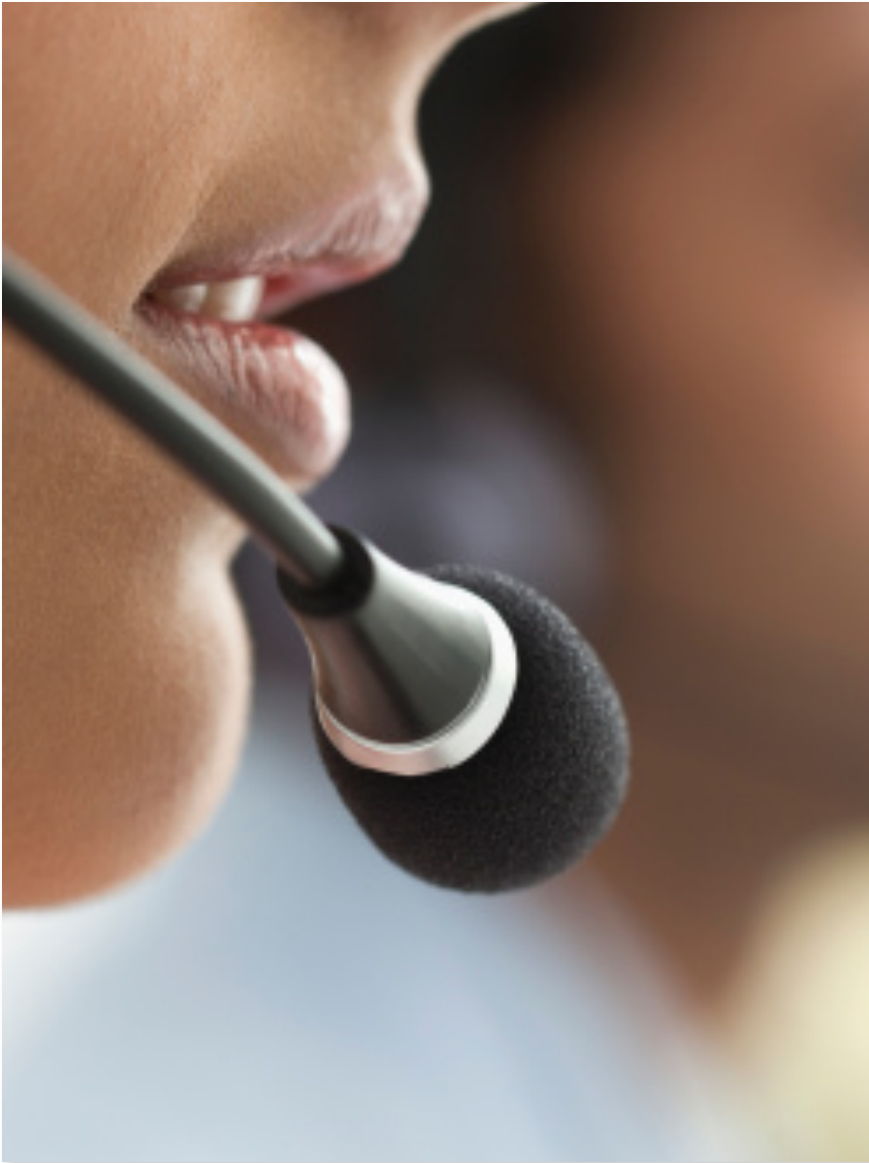
E-MAIL

Do you prefer electronic communication? Do you need to send your message log to a distribution list within your office? Are you always on-the-go? Then our two-way e-mail solution is right up your alley. **Advantage TeleMessaging, Inc.** can e-mail your messages to an individual or an entire distribution list. We also support e-mail encryption for an added layer of security.



DIGITAL & ALPHANUMERIC PAGING

If your organization relies on pagers, don't worry, **Advantage TeleMessaging, Inc.** has you covered. We support all major paging protocols and technologies giving you a seamless message delivery experience.



VIRTUAL RECEPTIONIST CALL FLOW MADE EASY

We understand how valuable your office staff's time is, and coincidentally, we know how limited it can be while they struggle to keep up with the demands required of them.

What happens when the calls keep coming, but your staff is busy on other calls, scheduling appointments, checking in patients, etc.?

The result? Missed opportunities!

Virtual Receptionist allows our award-winning agents to take either all of your calls or just the overflow giving your staff the luxury of focusing on what really matters... your practice! This ensures that you will never miss an opportunity, while at the same time enabling your staff to stay on top of their duties without burning them out or disappointing your patients and affecting your reputation.

Whether you don't have the budget for a full-time receptionist, your call volume is so high you are having trouble keeping up or you are just trying to cut costs and relieve some HR headaches, **Advantage TeleMessaging, Inc.**'s Virtual Receptionist service is just what you're looking for!



CONTACT US TODAY
529 Reading Avenue / Suite I
West Reading, PA 19611
(610)372-5551
(855)372-5551 -toll free
(610)372-5830 -fax
www.AdvantageTeleMessaging.com
facebook.com/AdvantageTeleMessaging



ATSI 24/7 GOLD CERTIFIED CALL CENTER
Advantage TeleMessaging, Inc. has become the 34th call center in all of North America to receive industry certification from the Association of TeleServices International (ATSI) by meeting or exceeding 60+ best practices in the areas of Operations, Business Practices and Life Safety.

www.AdvantageTeleMessaging.com



AWARD-WINNING SERVICE
Advantage TeleMessaging, Inc. has been honored with the exclusive Award of Excellence for Customer Service for the 4th consecutive year by the Canadian Call Management Association (CAM-X), the industry's leading trade association for call center service providers across North America.



SECURE MESSAGING COMPLIANCE MADE EASY

Advantage TeleMessaging, Inc.'s exclusive Secure Messaging solution is fast, reliable, cost-effective and works with the vast majority of Apple®, Android® and Blackberry® smartphones & tablets.

Secure Messaging from **Advantage TeleMessaging, Inc.** is an application that works very similarly to the native text messaging app already on your smartphone or tablet. However, unlike the native texting app on your device, our app encrypts the messages and their transmission keeping you compliant.

Secure Messaging assures both security of confidential data, and compliance with current Congress-enacted Privacy Rules & Regulations (*HIPAA, HITECH, GLBA and SOX*).

Advantage TeleMessaging, Inc.'s Secure Messaging utilizes 256-bit SSL (*Secure Socket Layer*) for encryption, decryption & authentication offering both security and simplicity while exceeding the standards necessary for legal Privacy compliance. This is the same technology that protects sensitive information and financial transactions on major websites.

Secure Messaging offers the convenience of carrying fewer devices while eliminating the need to call into our call center for messages.



CONTACT US TODAY

529 Reading Avenue / Suite I
West Reading, PA 19611
(610)372-5551
(855)372-5551 -toll free
(610)372-5830 -fax
www.AdvantageTeleMessaging.com
facebook.com/AdvantageTeleMessaging



ATSI 24/7 GOLD CERTIFIED CALL CENTER

Advantage TeleMessaging, Inc. has become the 34th call center in all of North America to receive industry certification from the Association of TeleServices International (ATSI) by meeting or exceeding 60+ best practices in the areas of Operations, Business Practices and Life Safety.

www.AdvantageTeleMessaging.com



AWARD-WINNING SERVICE

Advantage TeleMessaging, Inc. has been honored with the exclusive Award of Excellence for Customer Service for the 4th consecutive year by the Canadian Call Management Association (CAM-X), the industry's leading trade association for call center service providers across North America.



AUTOMATED SERVICES REMINDERS MADE EASY

Advantage TeleMessaging, Inc., makes a commitment to each client: provide best-in-class communication solutions at an affordable cost while making it easy to use. With that, **Advantage TeleMessaging, Inc.** is pleased to announce our exciting new line of Automated Services!

Advantage TeleMessaging, Inc.'s new Automated Services are an enterprise-class suite of automated solutions designed to help increase efficiency within your practice. Our HIPAA/HITECH-compliant notification system can automatically contact your clients and customers for a variety of relevant notifications via phone, e-mail or text message.

You can view call results in real-time as they are being made, including who was contacted, who confirmed, who cancelled, out of order, busy, etc. You can separate the reports by providers or offices and view a daily schedule of every provider. Having this information in real-time will enable you to adjust your schedule and fill the canceled appointments. Appointment reminder systems are effective and affordable for all types of organizations and can help **reduce your "no-show" rate by over 20% on average.**



CONTACT US TODAY
529 Reading Avenue / Suite I
West Reading, PA 19611
(610)372-5551
(855)372-5551 -toll free
(610)372-5830 -fax
www.AdvantageTeleMessaging.com
facebook.com/AdvantageTeleMessaging



ATSI 24/7 GOLD CERTIFIED CALL CENTER
Advantage TeleMessaging, Inc. has become the 34th call center in all of North America to receive industry certification from the Association of TeleServices International (ATSI) by meeting or exceeding 60+ best practices in the areas of Operations, Business Practices and Life Safety.

www.AdvantageTeleMessaging.com



AWARD-WINNING SERVICE
Advantage TeleMessaging, Inc. has been honored with the exclusive Award of Excellence for Customer Service for the 4th consecutive year by the Canadian Call Management Association (CAM-X), the industry's leading trade association for call center service providers across North America.

INTELLISITE

COMMUNICATION MADE EASY

Advantage TeleMessaging, Inc.'s revolutionary IntelliSite is a web-based and mobile-compatible application that allows you to seamlessly communicate and share real-time information with **Advantage TeleMessaging, Inc.** From medical offices to sales to service companies, IntelliSite is your perfect solution!

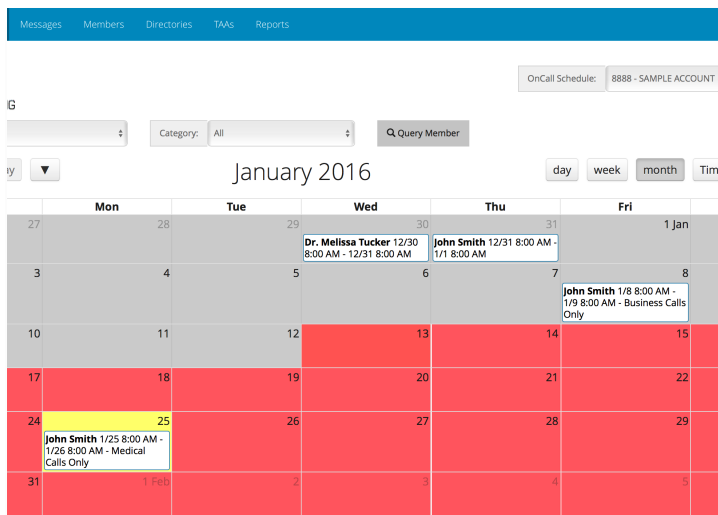
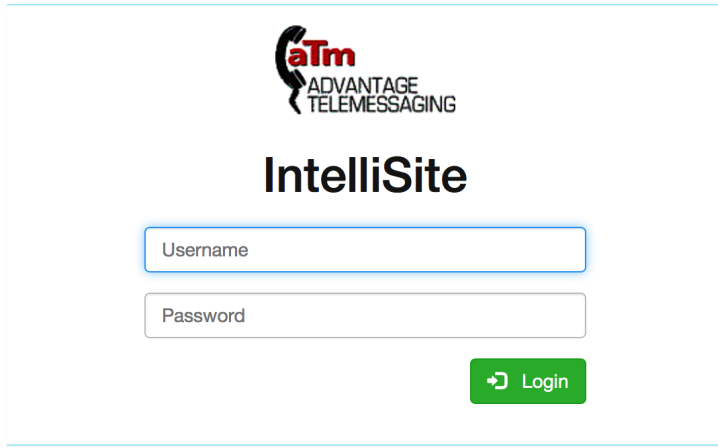
On Call Is Your Call

Streamline your On Call calendar with **Advantage TeleMessaging, Inc.**'s IntelliSite. In just a few clicks, you can view your calendar, put people on call and even make on-the-fly changes that are all updated in our system in real-time.

Messages & More

Imagine real-time access to your message history & activity stamps. Log into our IntelliSite to view your messages, e-mail them to others or even print them out.

But IntelliSite is so much more than On Call and Messages. You can maintain contact information for your On Call personnel and even post information or temporary instructions for our staff.



CONTACT US TODAY

529 Reading Avenue / Suite I
West Reading, PA 19611
(610)372-5551
(855)372-5551 -toll free
(610)372-5830 -fax
www.AdvantageTeleMessaging.com
facebook.com/AdvantageTeleMessaging



ATSI 24/7 GOLD CERTIFIED CALL CENTER

Advantage TeleMessaging, Inc. has become the 34th call center in all of North America to receive industry certification from the Association of TeleServices International (ATSI) by meeting or exceeding 60+ best practices in the areas of Operations, Business Practices and Life Safety.

www.AdvantageTeleMessaging.com



AWARD-WINNING SERVICE

Advantage TeleMessaging, Inc. has been honored with the exclusive Award of Excellence for Customer Service for the 4th consecutive year by the Canadian Call Management Association (CAM-X), the industry's leading trade association for call center service providers across North America.