

CASE STUDY

Wabtec uses VoiceNation for internal communications

Working in shifts to build and re-manufacture locomotive engines is a well-oiled machine for Wabtec – formerly GE Transportation – plant locations in Pennsylvania. Employees work around the clock on a production line, and if an employee is running late or calling in sick, replacements need to be found ASAP. It's not just an HR struggle; it could impact production.

Wabtec needed a live answering service to provide real-time communication between employees and managers, but also employees and their friends and relatives in case of an emergency. VoiceNation is an efficient and accurate internal communication tool for Wabtec.

THE NEED FOR AN ANSWERING SERVICE

Effective, reliable internal communication wasn't a new demand for the company. Lisa Fabricant, Admin and Communications Leader at Wabtec, said prior to VoiceNation, the company was using a small answering service.

“And we just grew, and they really weren't able to keep up with the volume,” Fabricant said. At the time, there was only one plant in Grove City, Pa., but the company kept growing, and so did its call volume.

REFINING THE SEARCH

Fabricant explained that the company was using the answering service two ways. First was as a call-off service – meaning that employees would call in to inform the company that they were calling in sick or were running late. The second is used as an emergency line for friends and relatives to contact employees.

The employees that work on the manufacturing and re-manufacturing lines aren't allowed to have their cellphones on the floor. Wabtec was able to use the answering service to provide employees with a dedicated phone number that could be used in case of an emergency when friends and relatives needed to quickly contact an employee.

Fabricant said the emergency calls weren't being handled quickly enough and sometimes the call-off messages were not being relayed to the correct manager.

“And those calls are important, too, because if an employee is late two hours for work, their manager needs to know because they need to make arrangements,” she said. “Even if it's two hours, the line still keeps going.”

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The ABILITY TO CUSTOMIZE

Fabricant set to work finding an answering service that could meet Wabtec's needs. VoiceNation has the technology to customize its services to what the company was requesting.

"VoiceNation has built the confidence back in our call-off/emergency call system," she said. "Employees feel better using it."

VoiceNation takes pride in the ability to customize its services. Onboarding specialists make sure accounts are set up to maximize usability and dedicated account managers are always available when clients have questions or want to make account adjustments.

SAVING TIME

Fabricant said VoiceNation has saved the company time. She said because the call-off messages are being relayed directly from the employee to their manager, there is no need to have a person at Wabtec acting as a middleman between the answering service and employees/managers.

"It's direct," Fabricant said. "It saves us time."

RELIABLE CALL

ANSWERING, 24/7/365

VoiceNation's highly trained, US-based operators and award-winning, proprietary technology combines accuracy and efficiency for the best call answering. VoiceNation's 24/7 live answering service has benefitted thousands of clients. We'll take messages, forward calls, schedule appointments and much more. Our top-notch services can give your business efficiency and professionalism. Give us a call to learn more!
877.679.3777