

Major Accounts Program

We've taken out all of the guess work.

As we continue to grow, we have continued to improve our customer support resources. With the addition of several multi-state and multi-location customers it was imperative that we construct the best account management tools and a superior billing system.

At Access Point, we know that the unique problems faced by large accounts require special attention and exceptional service. That's why we offer the Major Accounts Program.

Major Accounts focuses on the needs of the large company and helps you ensure that our most competitive services, pricing, and support is available to them. Your Major Account Representative is ready to serve as your primary point of contact for all account maintenance, billing, service, and general support requirements. Your assigned representative will interact with all departments at Access Point to provide the most comprehensive, professional customer service possible. If for any reason your assigned representative is not available, the Major Account Team is there to serve as back up.

The Major Account Representative that is assigned to your account will provide tracking data both during conversion and after, assist with any provisioning clarifications that occur, and provide account support for ongoing maintenance and service affecting concerns.

What are the benefits of the MAR Program?

- A Major Account Representative (MAR) is assigned to the account. The MAR acts as the single point of contact for all service, billing, and account maintenance requests.
- A Major Accounts Team backs up your MAR and brings you the friendliest, most knowledgeable, and most efficient service available in the industry.
- We provide custom reporting to the customer to optimize cost accounting, management analysis, and usage patterns.
- Major Accounts receive "Fast Track" service levels on all service and billing moves, adds, and changes.
- We can even customize the move/add/changes most used by creating forms and processes that meet your specific needs.
- Customers are provided online access to account maintenance and bill copies, giving you more insight and control over their account.
- Regularly scheduled conferences give you the opportunity to offer feedback and fine-tune your services.

