



**GRANITE**  
TECHNOLOGY SOLUTIONS



**ACE**  
100 YEARS OF HELPFUL

**Timberline Ace Hardware relies on Granite for their communication channels, ensuring they can communicate effectively with their customers.**

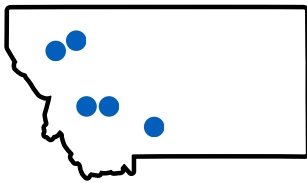
## AT A GLANCE

### CHALLENGES

- Previously had multiple phone systems to manage
- Wanted insights into customer calls

### BENEFITS

- With the new hosted system, all stores are on one system
- Can easily transfer to each other
- Calls are recorded



The Timberline Ace Hardware Group has locations across the state of Montana.

**LIVINGSTON**  
**BUTTE**  
**ANACONDA**  
**KALISPELL**  
**COLUMBIA FALLS**

## SUMMARY

The Timberline Ace Hardware Group is committed to delivering exceptional customer service at all five of their locations. They achieve this by utilizing the tools available in their [hosted phone system](#) to provide immediate and efficient assistance to their callers.

An [auto-attendant](#) directs customers to the appropriate person or team, while strategically placed hardware ensures that a team member promptly answers incoming calls.

Ace Hardware also uses built-in features like [call recording](#), to monitor and train employees. By listening to the calls, managers can hear what their associates say and coach them accordingly to deliver better customer service in the future.

The Timberline Ace Hardware Group plans to expand its communication capabilities through [company texting](#) and [video conferencing](#), also included in the hosted phone system. By strategically and innovatively using the tools at their disposal, Ace Hardware provides top-tier customer service throughout the state.



"Truly, the convenience of having deskphones at different locations in the store, along with cordless phones, we can provide better service to our callers by walking down the aisle, and going to the shelf for a customer. **For us, being able to deliver that type of customer service - It's dynamite.**"

Jim Morley, General Manager  
Timberline Ace Hardware Group

## FEATURES TIMBERLINE ACE RELIES ON

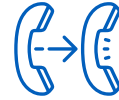
### AUTO-ATTENDANT



### CALL RECORDING



### INTERNAL TRANSFER



### CALLER ID



### CORDLESS PHONES



### STATEWIDE SUPPORT



## SPECIAL FEATURE USE CASE VOICEMAIL-TO-EMAIL



Ace Hardware uses voicemail-to-email notifications, complete with a written transcription of each voicemail to help one of their employees who is deaf, enabling them to read the voicemail that is received from their customers and take action.

