



Netlink Voice Helps Coker & Palmer Cut IT Expenses by 50%

Netlink Voice delivers the reliable IT and voice support Coker & Palmer needs to save money, time, and stress.



“

I was spending too much time trying to fix technology and phone issues that I really didn't know anything about.

Netlink Voice solved my problems.”

- Loreli Ghee

Compliance Officer, Coker & Palmer

The Challenge

Coker & Palmer, a Mississippi-based investment advisory and management firm, needed responsive and reliable IT services. They were constantly plagued by technical issues – and because their previous provider billed hourly, the firm was burning quickly through their technology budget.



COKER & PALMER

INVESTMENT SECURITIES

The Action

Coker & Palmer turned to Netlink Voice for technical support in 2019, then signed on for a phone system upgrade when the COVID-19 pandemic hit less than a year later. Their previous phone provider wasn't able to deliver a system set up the way the company needed, so Netlink stepped in to offer:

- ✓ A modern cloud phone system that meets Coker & Palmer's specific requirements.
- ✓ Fast, friendly technical support any time an IT or voice issue arises.
- ✓ Reduced downtime to ensure the network is always up and running.



The Results

Thanks to Netlink's reliable technology services and support, Coker & Palmer's team has saved significantly on time, money, and stress.

With Netlink, Coker & Palmer has been able to:



Cut their IT service expenses by 50%.



Resolve 100% of their support tickets.

"We rarely have issues now. I don't know the last time we had to put in a ticket for more than a quick fix."

- Loreli Ghee