



## CASE STUDY



# ANSWERING THE CALL: MACK MORTUARY TRANSPORT'S 36 CLIENT GROWTH STORY WITH FOX TAS

### Company Overview

**Mack Mortuary Transport** specializes in providing 24/7 mortuary transport services for funeral homes and medical facilities. By handling calls from nurses, healthcare professionals, and funeral directors, they coordinate timely transport of decedents with professionalism and empathy.

Before switching to Fox TAS software, they relied on a single cell phone for all communications—making it difficult to handle an increasing call volume and scale their operations.

### CHALLENGES

#### Single Contact Point

Relying on a single cell phone made it difficult to distribute calls, leading to possible missed or delayed requests.

#### Limited Scalability

As the number of inbound calls grew, the existing call process was too manual and couldn't keep up with higher call volumes.

#### Accuracy Concerns

Without a system for verifying call details, human error sometimes created confusion for both staff and clients.

### APPROACH

#### Implementation of Fox TAS

Adopted the Fox TAS platform to manage incoming calls for different customers and automate text message dispatches to the appropriate staff.

#### Staff Training and Monitoring

Trained employees and hired new agents. Regularly reviewed call stats ensuring continued improvement.

#### Customize Client Experience

Setup unique custom scripts and processes inside the TAS software for each client to allow for a consistently excellent experience.

### KEY QUOTE

"It's a great system as far as everything goes. We've definitely grown. We've taken on about 36 new customers since adding the answering service."

**-Leslie, Mack Mortuary**



972-713-6622



[sales@evs7.com](mailto:sales@evs7.com)



13601 Preston Rd. Ste E720 Dallas, TX 75240



# CASE STUDY



## LESSONS LEARNED

Mack Mortuary Transport discovered that adopting new technology early could have prevented many operational bottlenecks. Staying client-focused allowed them to build stronger relationships and improve overall communication with funeral homes and medical facilities.

### DATA INSIGHTS

#### Call Volume Growth

Increased from a dozen calls a day to 150+ calls per day.

#### Efficiency Gains

Reduced the average time spent coordinating drivers by 40%, freeing up resources for other tasks.

#### Client Satisfaction

Reported a significant drop in missed details or errors, increasing trust and repeat business.

## SCHEDULE A DEMO

Discover how Fox TAS can bring your telephone answering service business to the next level. Contact us to today for a free demo and consultation.

## RESULTS

### Call Volume Scaled & Managed

Mack Mortuary now fields about 150 calls per day, organized with custom scripts for different clients without missing a beat.

### Improved Accuracy and Accountability

Call recordings and client portals proved essential for verifying details and preventing errors, enhancing trust with both clients and staff.

### Reduced Operational Burden

Thanks to automated text notifications and improved scheduling, team members no longer waste time tracking each other down by phone.

### Significant Business Growth

Gained 36 new funeral home clients after implementing Fox TAS, directly attributed to improved call handling and reliability.

## CONCLUSION

By partnering with Fox TAS, Mack Mortuary Transport modernized its phone-based dispatch system and dramatically improved reliability, efficiency, and scalability. With flexible logins for staff, automated text dispatches, and call recording for accountability, Mack Mortuary Transport has successfully added 36 new clients and scaled calls to 150 per day.



972-713-6622

[sales@evs7.com](mailto:sales@evs7.com)

13601 Preston Rd. Ste E720 Dallas, TX 75240