

Healthy Stuff Expands Support Coverage With Global Call Forwarding



- ▶ **Company Name:** Healthy Stuff
- ▶ **Industry:** Health & Wellness
- ▶ **Founded:** 2008
- ▶ **Client Since:** 2018
- ▶ **Website:** healthystuff.com

OVERVIEW

Healthy Stuff offers a range of products and services online that are focused on health and wellbeing. They have been in the industry for 11 years offering health testing along with products and services meant to restore natural balance in one's body.

They are a leading manufacturer and distributor of food allergy and food intolerance tests. Their main brands are Test Your Intolerance and Allergy Test. Healthy Stuff has more than 9,000 customers per month and they have an outstanding 97.6% customer satisfaction rating.



"Fantastic service ... it just works. I've never had any issues."

- Cris West, Director of Operations

CHALLENGE

Healthy Stuff is headquartered in the United Kingdom, but they do business in 48 different countries around the world. It can be challenging and expensive for them to communicate with clients in other countries.

Most of their customer interactions take place over live chat and email. There are certain customers, however, who prefer to speak with a representative over the phone. Customers will sometimes call Healthy Stuff to get their results over the phone or to resolve questions.

Purchasing can also be done over the phone. Healthy Stuff finds that having a toll-free or a local number gives potential customers more confidence to make a purchase. This helps build trust and faith in the company.

The previous system that Healthy Stuff used had reliability problems and sometimes the numbers didn't work. They would need to review call detail records and test the numbers on a regular basis to make sure that the phones worked.

Customer Stories



SOLUTIONS

We provide Healthy Stuff with a simple-to-use, easily managed phone system that is used by their sales and support teams. They have toll free numbers for Australia and Ireland, as well as a US phone number that forward calls directly to their business phone lines in the United Kingdom.



RESULTS

With the virtual phone numbers that we provide from target countries, Healthy Stuff now has proper phone coverage that they need to communicate effectively with customers around the world. This allows their customers to reach or connect with them easily, irrespective of their location.

Therefore, potential and interested customers feel more confident when making purchases and existing customers can receive the high-level of customer service that they are accustomed to when dealing with Healthy Stuff.

Healthy Stuff plans to continue its global expansion in the coming years.

Global Call Forwarding has provided Healthy Stuff with reliable communication tools they need to manage their international customer base and continue to provide their excellent customer service.



Global Call Forwarding is a leading provider of local and toll free numbers in the US and international markets, we successfully serve thousands of businesses around the world, from small enterprises to large multinational corporations, utilizing an advanced global network and innovative service features.

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