

A hand in a suit pointing towards a network of user icons. The background is a green-tinted image of a person in a suit. Overlaid on this is a network of white circular icons, each containing a stylized person silhouette. These icons are connected by thin white lines, forming a web-like structure. A hand is visible, with a finger pointing towards the center of the network.

PRESS KIT



VoiceSolutions

Engaging Senses. Amplifying Brands

What You'll Find Inside

About Voice Solutions

Frequently Asked Questions (2 pages)

Founder Biography: Richard Brown

Founder Biography: Sandra Brown

Voice Solutions Services

Voice Solutions Client Testimonials

Photo Pack Accesible Here

Zip file automatically downloads

VOICE SOLUTIONS

Be real, be humble, be kind, have fun.



Our Mission

To increase business potential for clients while creating lasting impressions and meaningful experiences for businesses across the nation by providing innovative technology paired with consultative selling, unparalleled customer service, and product expertise all in accordance with our values.

Our Story

Since 2004 we have helped hundreds of unique brands, in over 20 unique industries transform brand concepts into feelings, environments, and tangible entities through licensed music, custom messages, and riveting digital signage.

Voice Solutions started out as a small business with a big vision: that each brand we touch should be amplified by the services we provide. Led by Richard and Sandra Brown, Voice Solutions began with just one employee and has since grown to a team of 14. Boasting a cancellation rate of 1.5%, and a five-year growth rate of over 150%, our team and business continues to flourish.

Our Team

Our team operates on a cohesive, simplistic set of values:

BE REAL, BE HUMBLE, BE
KIND, HAVE FUN

TRANSPARENCY IS A VESSEL FOR
GREAT RESULTS

CREATIVE APPROACHES
YIELD SAVVY RESULTS

EVERY CUSTOMER MEANS
EVERYTHING TO US

NEVER STOP SEARCHING, NEVER
STOP ASKING QUESTIONS

TEAM IS FAMILY

Read more about the team and get to know all of us at Voice Solutions at
<http://www.voicesolutionsinc.com/about.html>

Notable Clients





VOICE SOLUTIONS

Frequently Asked Questions.

Who is Voice Solutions?

Voice Solutions is the premier provider of business media services and a team in every sense of the word. Our number one goal is to create lasting impressions alongside meaningful experiences for businesses across the nation. We engage senses and amplify brands.

Since 2004 we have helped hundreds of unique businesses, in over 20 unique industries, transform brand concepts into feelings, environments, and tangible entities through our business media integration services. Grown from the kitchen table, Voice Solutions has demonstrated unprecedented growth (over 150% in a five-year period) and our team strives to continue to this growth.

What does Voice Solutions do?

We provide business media integration services and products that help businesses create cohesive brand experiences for their customers while ultimately boosting sales. These services include licensed spa music, licensed music for business, custom on-hold and overhead messages, sound masking, sound systems, hosted IP phone systems, scent marketing, and riveting digital signage. These services not only create environments that are specifically unique to the businesses we attend to, our services also create memorable experiences.

Wait, so what exactly is business media integration?

Business Media Integration is simply an industry term referring to the media we create, support, and ultimately integrate into the environments of our clients. Each of our services is a type of media for businesses, for example: music, messaging, digital signage, sound masking, etc. We take it a step further by providing products and additional services that deliver and enhance business media and the experiences created with things like: hosted IP phone systems, sound systems, installation, and more.

Who benefits from Voice Solutions products and services?

Any business looking to cater to the needs of its customers, provide excellent service, increase productivity, and create memorable experiences will benefit from our services. Our team currently serves businesses of all sizes in over 20 unique industries, from large medical practices and national franchise chains to mom-and-pop salons, local restaurants, and more.

[Click here to see some of the businesses we serve, and here for testimonials from our clients.](#)

Why are Voice Solutions products important for other businesses?

Our services allow businesses to get on their customer's level and create an environment that not only speaks to the customer, but one that reinforces marketing and branding efforts. Voice Solutions services speak for businesses when owners and staff might not always be able to engage with customers as they'd like. [Click Here for a PDF with a brief description of our services.](#)

How many businesses does Voice Solutions provide services to?

Currently, Voice Solutions provides over 5,000 services to businesses across the United States and throughout Canada. We continue to grow each day.

Where does Voice Solutions provide services and products?

Voice Solutions currently serves clients across all 50 states, Canada, and Asia.

How is Voice Solutions different from competitors?

Voice Solutions is unlike like the big-box media and music providers in the market on several levels. Unlike our competitors, we focus on custom solutions and unparalleled service. We believe that each business is unique and that one size does not fit all. That's why our team consults with each client to discover goals, brand efforts, ongoing marketing strategies, and more in order to craft the best solution for each individual business. This mindset is not one that ends; we continue to check-in with our clients so we can grow together.

Where did the name Voice Solutions come from?

Voice Solutions originally began as a business focusing on custom on-hold messaging alone. The name was a reference to our voice talent and the solutions brought forth by messaging on-hold. This was back when our sales team would hop from business to business with a boombox and an on-hold program on disc. Since then we've grown to provide a myriad of solutions that have the same goals in mind: "Engaging Senses. Amplifying Brands."

Where can I get support graphics?

Support graphics can be downloaded by clicking here

What is the lead product?

Our most popular product is probably our music, however our true "lead" product is usually discovered through our one-on-one conversations with our clients. We rarely go to a client and present a specific program or service. Instead we ask about our client's goals, branding efforts, and pains. Through this discovery process, the lead service tends to reveal itself.

Who leads Voice Solutions?

Voice Solutions was founded by Sandra Brown, who manages the day-to-day operation and finances of Voice Solutions, while her husband, Richard Brown leads the sales initiatives. Driven by a desire to operate unlike the big guys, Richard and Sandra designed the team to operate on a horizontal basis, where each team member operates as his or her own leader with the big idea and our core values in mind. Operating as such has created a unique environment, made ripe for fostering new ideas, camaraderie, innovation, and an unparalleled regard for the client.

What's the driving idea behind Voice Solutions?

Voice Solutions is all about creating experiences while remaining true to who we are. Below are the values that shape the way we approach each decision, interaction, and motion we make in creating those experiences. These are the values that set us apart. These are the values that make us proud to be who we are:

EVERY CUSTOMER MEANS EVERYTHING TO US:

Seriously. We love our clients. Above all, we strive to demonstrate our appreciation, respect and support of our clients through each and every interaction. Every interaction is met with a personable nature, respect, an upbeat attitude, and a drive for optimal client results.

TRANSPARENCY IS A VESSEL FOR GREAT RESULTS:

Relationships thrive on honesty and we thrive on relationships, so it makes sense that transparency is one of our strongest values at the core of who we are. From our partners to our clients, we believe that all actions rooted in transparency will bring about honest, real conversations with real, positive results.

NEVER STOP SEARCHING, NEVER STOP ASKING QUESTIONS:

We are an inquisitive bunch. We believe asking questions is vital in finding the best solutions for our clients, and crucial in implementing successful endeavors. We ask questions because we care, because there is always more to know, and because there is always more to share.

BE REAL, BE HUMBLE, BE KIND, HAVE FUN:

We are real people with real passion for real relationships. We're people who care about people. Laughing feels good. So does smiling. So it makes sense that we strive to create an environment that feels good to be a part of, both for our clients and our team members. We take the time to get to know our clients from the very top of the brand, to the individuals behind it. This is what sets us apart from the rest.

TEAM IS FAMILY:

We spend a lot of time together here. We eat meals together, we share stories, and we share experiences. At the root of all the time we spend together is a respect for the abilities, talents, and personalities that each of us possess. When we share our abilities, we better ourselves and create a stronger foundation from which to serve our clients.

CREATIVE APPROACHES YIELD SAVVY RESULTS:

It's been said that change is the only constant, and it's a constant we like to embrace. We encourage an open forum for new ideas and unique approaches by fostering a respectful, open-minded environment. Embracing change through creativity with a receptive environment is part of our respect for the team as a family and our total commitment to continuously surpass our client's expectations.

Richard Brown.

Managing Founder



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ABOUT

Richard Brown is one of the Managing Founders of Voice Solutions, an accomplished sales professional, proven leader, and boasts a successful background in investment.

Richard graduated from New York University with a Bachelor of Science degree in Business. For seven years he served as a financial consultant with Merrill Lynch before moving to Minnesota as manager of the Smith Barney office. During his time at Smith Barney, he built the staff to over 100 employees at three different metro offices including Minneapolis, St. Paul and Wayzata.



In partnership with his wife, Sandra Brown, Richard developed Home Again; a corporate housing business. In just five years the business achieved 12 million dollars in sales and shortly after, went public with BridgeStreet Accommodations.

Shortly after the sale of Home Again, Richard served as General Manager of the Minneapolis Muzak office where the office saw notable success under his leadership and institution of new programs, strategies, and organization. Recurring revenues were increased by 10.5% in four months to \$290,000 per month. Cancellations were decreased from 11% to 5% in the same time frame. Receivables over 90 days were taken from 15% to 8.5%. The largest portion of his time was spent training and developing Account Executives and traveling with them to work with clients and develop leads. The substantial increase in recurring revenue is proof to the success of his efforts, as is the fact that Account Executives trained by Richard had the second highest average monthly recurring sales in the country at \$980 monthly.

During his tenure with Muzak, Richard began to notice major issues with the current business music/business media integration industry model. Startling overheads, major debt, a lack of customer focus, and unreliable support were taking its toll on the industry giant. Richard envisioned a new model with a focus on custom solutions that highlighted brand, image, strategic marketing efforts, client goals, and needs. Together with his wife, Sandra, Richard founded Voice Solutions in 2004, a business media integration company with a focus on the client experience. Since its inception in 2004, Voice Solutions has seen exceptional growth year after year, with a five year growth rate of over 150% and a cancellation rate of 1.5%.

Richard has a long, proven record of developing businesses and managing offices in multiple markets. His business success is attributed to his ability to interface and connect with the people he works with and the clients he serves. Richard has an unwavering "can do" attitude that greatly benefits his clients and ensures they accomplish their goals.

AWARDS & RECOGNITION

2007 TwinWest Chamber of Commerce Emerging Entrepreneur of the Year

Sandra Brown.

Managing Founder



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ABOUT

Sandra Brown is a Managing Founder of Voice Solutions, an accomplished sales and marketing professional, and a proven leader within competitive and challenging business environments.

A graduate of Iowa State University, Sandra began her career in the retail industry as a buyer with Brandeis Department Stores, based out of Omaha, NE. She was quickly recruited as a Regional Marketing Director by Clinique Cosmetics, a division of Estee Lauder Corporate, to develop the Midwest region. In just 8 years, Sandra took the region's sales from \$35 million to \$70 million with a minimum annual sales growth of 7.5%.



Following her rewarding time with Clinique, Sandra developed a Minneapolis-based corporate housing company called "Home Again" in partnership with her husband, Richard Brown. Under Sandra and Richard's leadership, Home Again quickly emerged as a leader in corporate housing within its market area. In just five years the couple grew the company to 12 million dollars in sales while maintaining a 17% operating profit. Following the roll-up of five similar companies, Home Again went public with BridgeStreet Accommodations. Sandra then acted as business, marketing, and staff development consultant to Aveda Corporation, a division of Estee Lauder Corporate in Minneapolis.

In 2004 Sandra and Richard founded Voice Solutions, a business media integration company, while she served as Salon Director for Master Cuts, a division of Regis Corporation. Her experience in strengthening relationships led Sandra to organize a team consistently recognized for its personal, one-on-one approach to service, dedication to detail, and drive for positive results. Since its inception in 2004, Voice Solutions has seen exceptional growth year after year, with a five year growth rate of over 150% and a cancellation rate of 1.5%

Sandra's expertise in planning, development, and staff relations has allowed her to mindfully create a horizontally-integrated business environment in which professionals feel encouraged to collaborate, innovate, and have fun. In doing so, she has created a business driven towards growth, as demonstrated by breadth of product alongside growth of sales.

ENGAGE.AMPLIFY.

Make your environment speak for itself.

Voice Solutions

Your brand and image are some of the most powerful elements in driving the goals of your business. For over 9 years, we have made it our business to provide solutions that engage senses and amplify brands on the highest level; focusing on personable service driven by the latest technology.

OUR SERVICES

Licensed Business Music:

Create a distinct atmosphere with your own custom music blend from our extensive playlist library.

Monthly Service Includes:

- Choose from several available programs
- Music contract covers legal obligation for licensed music
- Create your custom blend to align with brand and image
- Control music content with day-part scheduling options
- Custom sound system equipment and installation
- Customer service, 7 days a week

Messaging On-Hold:

Engage callers and enhance experiences with custom messaging on-hold. Proven to increase sales and enhance branding initiatives.

Monthly Service Includes:

- Custom content creation
- Mixed with licensed music by production team
- Recorded with professional male/female voice talent
- Customer service, 7 days a week

IP Hosted Phone Service:

The latest in phone system technology. Hosted IP, delivered over the internet, is cost-effective and offers a myriad of features all at an extremely affordable rate.

Monthly Service Includes:

- Caller ID-Call Transfer-Call Waiting
- Do Not Disturb-Call Conference
- Virtual Receptionist
- Online Customer Portal
- Quick setup (retain existing phone numbers)
- Voicemail to E-mail with password protection
- No Contracts

Custom In-Store Messaging:

Share information about new product lines, upcoming sales, employment opportunities, and more!

Monthly Service Includes:

- Custom content creation
- Mixed with licensed music by production team
- Recorded with professional male/female voice talent
- Customer service, 7 days a week

Sound Masking/White Noise:

Incorporate sound masking into your work environment and create a more private, secure, and focused atmosphere. Decrease distractions - Increase focus - Reduce stress - Comply with HIPAA - Increase HCAHPS scores.

One-time cost

- Control Modules in variable sizes
- Individual adjustable emitters
- Volume control switch
- Certified tech installation
- Lifetime installation guarantee

Licensed Spa Music:

Create peaceful experiences for every client with exclusive spa music, licensed at the source.

Monthly Service Includes:

- 20-30 hours of content, updated monthly
- Choose from 6 distinct spa playlists
- Custom sound system equipment and installation
- Customer service, 7 days a week

Digital Media/Digital Signage:

High quality visuals that communicate quickly & easily with your customers. Digital media meets nearly any business need in powerfully dynamic ways.

Monthly Service Includes:

- Voice Solutions or self-managed content programs
- Fully comprehensive technical support
- Use of your own video content and images
- Social Media and RSS applications
- Video/TV pass-through capabilities
- Options to sell advertising space to vendor partners
- Brilliant custom content available a la carte



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ENGAGE.AMPLIFY.

·What Are Clients Saying About Us?

TESTIMONIALS

"Voice Solutions and their team have been magnificent to work with! I love their messages on hold and the music system I'm getting through Voice Solutions - it's not just one less worry for the clinic staff (and me), it's actually dozens of 'less worries'! It's so nice to know I don't have to worry about getting new music constantly, equipment breaking down or turning on/off one more thing at the beginning or end of the day, just to name a few of their advantages. Even though my two clinics are very new, I've had several compliments from members/prospects on the music and on the tasteful messages on hold and I anticipate getting many more! I highly recommend Voice Solutions and commend you both on securing them for EVERY company!!!! Thanks!!!"

Nancy, Massage Envy

"Thank YOU for all of your extra effort...I know I am in good hands when I am working with you! I really appreciate that--you make my job easier and more enjoyable."

Melanie Brudos, Director of Business Development, Doolittles

"The Voice Solutions team is wonderful and they really do a great job when it comes to their level of service. I am very happy to be a Voice Solutions client. I heap them with praise. They really are a joy to work with. Thank you."

Leanna, Massage Envy

"Thank you! It's seldom one gets this level of service anymore, it's appreciated!"

Scott Matre, Massage Envy, Bluffton

"Thanks to you and your entire team for helping us get through our upgrade so well. We've been so pleased at how well everything went, thanks again!!"

Emily Peltier, Bremer Bank

"It's been an absolute pleasure working with both of you. I really appreciate your excellent customer service."

Lisa Michaels, J. Con SalonSpa

"Just wanted to check in with you here on a couple of things related to our relationship with your company. First, I want to let you know how satisfied we are with the service you are providing for several of our clinics. We believe that the 'on-hold messaging' is an effective way to inform our patients and other constituents of who we are and the services we offer. Thanks for the great customer service you have provided, as well."

Etta, Minnesota Oncology Hematology, P.A.

"This group does a terrific job on product delivery, service during the sale and after. The focus for us has been to provide a relaxing experience for our guests through sound (music) and Voice Solutions does an excellent job. The key for us at Massage Envy is to have the equipment and service be "invisible"...that is...no hassle, no trouble and no upkeep. Absolutely what they deliver. Service from their office team is exceptional."

Mark Payne, Massage Envy

"Your team always does a great job for us."

Bette Barnett, Bremer Phone Bank