

Dan McCann  
Greater Omaha Chamber

inTouch Communications  
January Small Business of the Month

A family. That's how Jim Hanson, Jr., CEO of inTouch Communications, describes his team of innovative and dedicated employees. And, like most families, the inTouch clan has experienced its share of dramatic change over the past 16 years. For one, the company's founding focus – offer affordable local and long-distance telephone services – has blossomed into a much broader mission: provide a full range of communications services and equipment – from Samsung phone systems, to local and long distance phone service, VoIP (Voice over Internet Protocol), data and Internet services, and voice and data cabling.

“As our solutions offerings increased, so has our staff,” said Hanson. “InTouch now has ten employees and is currently one of the leading telecommunication solution providers in the Midwest.”

While business communications is its forte, the culture of the Greater Omaha Chamber's January Small Business of the Month is defined by its dedication to quality service.

“Every InTouch employee shares the strong desire to solve problems and support our customer’s every telecommunication need. InTouch currently supports over 3,000 customers nationwide, and we value each and every one equally,” said Hanson.

He added, “InTouch will take responsibility for an issue and see it to completion for our customer.”

InTouch has been at its current location, 5930 South 118th Circle in the Gateway I-80 Business Park, for just over ten years now. The move (and the extra space it provided) became necessary after Samsung USA selected inTouch to be one of only a dozen national distributors of its business communication systems. InTouch is now the largest Samsung dealer/distributor in seven states.

Chamber members have also found a reliable partner – and source of savings – in inTouch. Since 1999, inTouch has been the Chamber's long distance carrier of choice, offering exclusive long distance savings to Chamber members. (Check out <http://www.omahachamber.org/chamber/MemberSavings.aspx> for more information.)

Hanson, who chaired the Chamber's Small Business Council and served as co-captain of the 2001 Membership Drive, said the inTouch-Chamber alliance has been mutually beneficial.

“The Chamber is all about relationships,” he said. “You get from the Chamber the time you put in. The more people you meet through the Chamber, the better the benefit.”

InTouch Communications. Founded in 1995, this “family” has grown in both size and scope. Now, as it pushes towards two decades of service, additional change, in the years to come, is all but guaranteed.

“The telecommunications world is a dynamic changing industry with significant shifts in technology every couple years. Unlike traditional industries, our industry is always fresh and exciting,” said Hanson. “We love providing the small-to-medium size business the tools to compete with the big guys when it comes to telecom technology.”