Challenge

As a tax preparation company, Jackson Hewitt experiences their busiest activity during the first four months of the year. Once important tax documents hit the hands of taxpayers, Jackson Hewitt locations, especially the temporary kiosks within a retail facility, needed the full functionality of an office to process as many tax returns as possible. Local providers of wireline voice and data connections required expensive wiring and installation costs per location, with up to 30 days for technicians to show up and perform any necessary labor. Constant shuffling at retail sites required frequent movement of the kiosks, at a cost of more than $1,000 per move. Jackson Hewitt needed a solution that not only eliminated their reliance on wireline telephone service from a local exchange carrier but also the soaring costs associated with installation and re-wiring of kiosks due to constant movement inside the stores.

Experience the benefits of Sprint

Jackson Hewitt turned to Sprint wireless voice and data solutions to put a plug in the growing loss of revenue experienced at temporary tax preparation locations. Sprint provided an “Office-in-a-Box” solution, a Telular desk phone operated on the Sprint wireless voice network, with Sprint® Mobile Broadband connection cards for use in company laptops to access all of Jackson Hewitt’s tax preparation applications. In addition, a unique and attractive pricing scheme was added to the package. A normal contract rate plan was offered during the tax season, with lower, reduced rates triggered during non-tax season. During the 2007 tax season, the “Office-in-a-Box” solution was activated at more than 300 Jackson Hewitt temporary, seasonal and franchised locations.

These savings, combined with lower contract rates during non-tax season, allowed temporary tax preparation locations to become profitable again. Because of the success of the Sprint solution, Jackson Hewitt plans to deploy a similar solution to over 6,000 locations.

For more information visit:
www.sprint.com/finance