

Credit Union Achieves Cost-Savings And Improved Communication



CHALLENGE

- Current Phone System Went End Of Life
- Wanted To Implement Redundancy For Survivability
- Wanted to Maintain Current Polycom SIP Standard Business Phones

SOLUTION

- Implemented New Standards Base Technology
- Deployed Dual Server High Availability
- Maintained Investment In Current Polycom Phones

BENEFITS

- Lower Cost Of Ownership
 - Full Redundancy
 - Improved Employee Communication Through Collaborative Desktop Client
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The Challenge | Horizon Credit Union is committed to excellence in providing personalized financial services to each member in an efficient, convenient, and caring manner; thus their communications technologies are essential to fulfilling their core mission. With more than 15 thousand members and 5 branches, Horizon Credit Union is a premier provider for affordable financial services offering a full line of auto, business, mortgage, and recreational loans.

When the credit union found that their current telephone system would no longer be supported by the manufacturer, they realized that they needed to update their system. They were looking for a way to maintain their level of service and to improve communications throughout the company.

In addition to finding the right features for the system, the credit union wanted to save money by continuing to use the Polycom session-initiated protocol (SIP) phones they had purchased for the previous system. SIP is the ratified standard in VoIP technology, and by continuing to use it they would be able to protect their system from obsolescence.

The Solution | Horizon Credit Union considered available solutions and contacted YipTel, who analyzed their needs and recommended the Zultys platform. With the new system they didn't need to buy any new proprietary phones and could continue to use their SIP phones with full HD.

In addition to the up-front savings, the credit union was also impressed with the additional features the Zultys platform offered. The system includes instant messaging, soft phone, Outlook integration, unified communications, visual voicemail, electronic faxing and even desktop video conferencing. The Desktop software client application allows users to monitor all phone calls and office communications from their computers.

WHAT CUSTOMERS ARE SAYING

- "I find I am getting a lot more communication from my staff through the instant messaging system and it tends to make office life much more efficient."

-Randy Gailey, CEO

- "One of my favorite features from Zultys has been the call recording, if I have a member who has had a difficult time, or we are unable to solve their problem, no matter how far I am into the call, I know that I can press my record button, and it will take the entire call and keep it stored in our system."

-Call Center Representative

As part of the deployment plan, YipTel installed the system a week in advance of the go-live date. During that week, they provided the credit union staff with extensive onsite training to prepare for implementation, delivered printed training materials and provided training videos. YipTel staff remained onsite to further assist credit union staff members as they made the transition to the new platform.

The Benefit | Once the system was implemented, Horizon Credit Union employees began to see the benefits, giving it glowing reviews.

Credit Union employees are able to communicate in more ways than just by phone. These benefits extend from the branch employees up to the CEO.

Employees are now able to communicate quickly and efficiently between branches via voice, video and chat communications. The platform also provided a new level of service level reporting and efficiency for their centralized call center. Managers are able to easily contact staff, live monitor and have the information necessary to manage their customer service levels. This has resulted in improved communications with their members.

Horizon Credit Union has found YipTel to be a helpful and trusted communications partner that they can rely on.



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1-800-752-6110

