



Martin Federal Credit Union

Martin Federal Credit Union chooses InfoSight/ShoreTel's IP phone system for advanced customer service.

Martin Federal Credit Union was established in 1978, and continues to focus on "building relationships and improving the quality of life for members while ensuring the highest quality service at the lowest cost." Since 1978, the credit union has experienced increased growth with the addition of new locations prompting a need for an updated solution to connect the network and phone systems of all disparate branches with an internally managed system with sophisticated call routing abilities and advanced call features.

Martin Federal Credit Union implemented the system using InfoSight's Certified Telephony and Information Security Experts. InfoSight, Inc. has been providing Managed Services to Martin Federal Credit Union for over five years and has demonstrated the knowledge and enterprise network integration experience the credit union was in search of to properly install the Internet Protocol (IP) Telephony solution from ShoreTel. InfoSight, due to its expertise in network security, ensured that the system would be implemented securely to meet and exceed industry regulatory compliance requirements.

The new IP telephony phone system is loaded with the features Martin Federal Credit Union was looking for such as redundancy, call control and voice applications, including voice mail and an automated attendant, which operate on standard server hardware from anywhere on a client's IP network. Calls are now transferred to and from any branch and within departments, and tolls for interoffice, intrastate calls are eliminated.

Martin Federal Credit Union also benefits from the Enterprise Contact Center which meets the requirements of advanced contact centers including universal queuing and enterprise resource matching that extends the sophisticated reporting and monitoring capabilities providing optimized call routing by service level, skill matching, priority, customer identity, schedules and caller location.

Additional contact center solutions represent a revolutionary advance in customer service made possible by a highly-integrated and manageable infrastructure where voice and data are converged into a single, unified network. Call-logging and reporting capabilities generate detailed reports that provide a record of call volumes on the main switchboard and among the various departments providing the tools and information Martin Federal Credit Union needs to deliver top quality customer service.

According to Stephen Broadbent, Information Technology Specialist at Martin Federal Credit Union, "Our network is very efficient and we now have easy extension transfer and call center flexibility and scalability. Another valuable convenience with our IP telephony system is compatibility with outlook, providing better member customer service."

Institution: Martin Federal Credit Union

Business Challenge: Improve phone-based customer service and cut related costs.

Solution: ShoreTel's IP telephony system and call manager software with remote support.

About InfoSight™

InfoSight offers innovative and leading-edge information technology, managed security, and consulting services to optimize how an institutions' business-critical information is processed, managed and stored. Today, we serve hundreds of institutions around the country with innovative technology solutions including; IT Risk Assessment & Compliance Consulting, Security & Infrastructure Monitoring Services, Privacy Protection & Policy Enforcement Services, Enterprise Network Implementation Solutions to keep an institution secure, reliable, and compliant. For more information, visit www.infosightinc.com.