



TELEEXPERTS
MANAGED VOICE SOLUTIONS



CASE STUDY



Mitel Communication Solutions by Telexperts



CROSTOWN CIVIC CREDIT UNION

Credit Union networks branches utilizing Mitel Unified Compunctions.

About Crosstown Civic Credit Union:

- Type: Credit Union/Financial Institution
- Location: Head Office – Winnipeg, Manitoba – with 8 branch locations throughout the city of Winnipeg.
- Configuration: 9 Mitel 3300 MCD networked
- Website: www.crosstowncivic.mb.ca

The Company:

Crosstown Civic Credit Union is a locally owned and operated financial institution with 29,927 members and counting. They strongly support Manitoba by donating substantial amounts to local charities.

The Challenge:

Crosstown had a combination of Centrex service and legacy Toshiba PBX systems. They were looking for a solution that is easy to manage, unified and can expand as new branches are built.

Customer Needs:

Unify all branches to ensure inter-branch communication is efficient and easy. The legacy solutions previously used by Crosstown were expensive on a monthly basis so reduction in cost was essential in justifying a full upgrade.

Results:

Telexperts networked all 9 locations to allow calls to be easily transferred between all branches and head office.

Crosstown's telephone banking system was replicated exactly the same as before the transition. This was a requirement that was a must for their business to operate effectively.

A new branch location will be added seamlessly added to the network Fall 2013.



Phone: (204) 786.4664
Fax: (204) 783.5088
Email: service@telexperts.net

www.telexperts.net