

## UNIFIED COMMUNICATIONS

A FINANCIAL  
SUCCESS STORY

SCALABILITY  
SUPPORTS  
RECORD GROWTH



## In a member driven business, communication is essential

### About the Client

For over 60 years, Island Federal Credit Union has been a member-owned, not-for-profit financial institution on Long Island, New York. Its commitment to concierge-level service has enabled it to grow steadily to over \$1 billion in assets.

### Their Challenge

A staff of seven manages Island's technology. The institution's IT is centralized at the main office in Hauppauge and services the main facility along with eight branch offices. Island's aggressive growth trajectory has meant installations at three new locations in eight years, including two satellite offices on Stony Brook University campuses to serve students, faculty and staff. Additional offices are being considered in the near future.

Yet, record growth can push legacy technologies to the brink of capacity, putting communications and customer service at risk. Damon, Island's Network Systems Manager, turned to ITsavvy for a communications solution with high reliability and scalability.

### OVERVIEW

#### Industry

Financial

#### Client Profile

Island Federal Credit Union has a 60-year history as a not-for-profit financial institution on Long Island, New York. With a mission to provide concierge-level service to its 35,000 members, reliability of its communications systems is critical.

#### Business Situation

A steep expansion path created a need for a system-wide communications platform that could grow with the institution.

#### Solution

ITsavvy installed Mitel 5000 throughout the nine-facility network, delivering an ease of scalability for bringing new locations online quickly.

#### Benefit

The institution has experienced remarkable reliability enabling excellent customer service as it grows.

## Our Solution

ITSavvy installed the Mitel® 5000 Communications Platform for a converged solution that is easy to install, configure and maintain. The VoIP technology supports productivity and business applications including advanced call routing and find me/follow me features, Meet-Me conferencing and web collaboration.

“Mitel 5000 enables Island to centralize their nine separate phone systems into one location,” said Roy Hamblin, ITSavvy’s Senior Systems Engineer, UC. “Capabilities like seeing who is busy or available before transferring client calls can subtly – but very effectively – enhance client service.”

## Their Success

The Mitel solution has delivered outstanding reliability. “I can’t say enough about the stability of the system,” said Damon. In addition, technology features have provided staff productivity improvements. Best of all, the solution supports Island’s relationship-driven mission. “Customers have limited time in their days. Now we can easily bring specialists on to a call so questions can be answered or problems resolved on the spot.” **Island considers ITSavvy to be part of that extended family. “We are in the business of relationships,” said Damon. “We see ITSavvy as one of our business partners.”**

“We exist because of our commitment to our customers. I see that same drive in ITSavvy.”

Damon, Network Systems Manager,  
Island Credit Union

FOR MORE INFORMATION,  
please contact an ITSavvy Client Executive.

### ITSavvy

855.ITSavvy (855.487.2889)

Info@ITSavvy.com

ITSavvy is an end-to-end value added IT product and solution reseller with offices nationwide. With 99% of in-stock orders shipping same day and \$8 Billion in daily inventory, we fulfill our client’s needs and deliver peace of mind.



## The ITSavvy Solution

### HARDWARE

- Mitel Phones
- Cisco Network Gear

### SOFTWARE

- Mitel 5000 Communications Platform
- Customer Service Manager (CSM)

### PARTNERS

- Mitel
- Cisco

