

CHESAPEAKE TELEPHONE SYSTEMS

customer experience



Anne Arundel County Employees Federal Credit Union

"We've had a great 8-year relationship with Chesapeake! No matter what the communication challenge, your team never fails to deliver a timely, well thought out solution. We're really impressed with your customer service reps and your techs are the best..."

—Trish Fluke

V.P., Operations

Anne Arundel County Employees FCU

Serving members for over 40 years

Chartered in 1964, the Anne Arundel County Employees Federal Credit Union manages over \$62 million in assets – offering financial services such as checking and savings accounts, loan, insurance and investment services. It also offers online account management and access to ATMs nationwide. Over 13,000 members are served from its headquarters in Annapolis and a branch in Millersville, Maryland.

Making a move to grow

The credit union's old phone system had seen better days when the decision was made to relocate to a larger building in Annapolis. To make sure its operations would run smoothly at the new location, the credit union turned to its technology partner of 8 years, Chesapeake Telephone Systems. After discovering water damage to the existing phone wiring, Chesapeake's technical experts began designing a new communications infrastructure and network to address all of the credit union's technology needs.

Leveraging today's technology

Chesapeake installed new wiring and a Toshiba CIX 670 phone system in Annapolis, a Toshiba CIX 100 in Millersville, and over 60 new phones. To improve call handling efficiency, Chesapeake added auto attendant and voice mail for all staff and engineered an Automatic Call Distributor for the credit union's busy contact center. Local and Long Distance calling is served with efficient ISDN PRIs, and the two branches are linked by a digital T1 facility – enabling cost effective intra-office communications between staff and the ability to easily transfer customer calls and voice mails as needed.

Better days ahead

With help from Chesapeake, the credit union is now connected to support its expanding membership base better than ever, and can stay focused on making sure its members' financial futures are even more secure.

AT-A-Glance

Customer

- Financial institution
- Credit union

Solutions

- Toshiba CIX 670 phone system
- Toshiba CIX 100 phone system
- ACD / Contact center
- Auto Attendant
- Voice mail
- Over 60 phones at both locations
- Inside telephone wiring
- Digital T1 between offices
- ISDN PRIs

Key Benefits

- Improved response to members
- Consistent service levels
- Better staff communication
- Room for growth
- Single point of contact for support

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