



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

"Our six-year relationship with Chesapeake has really paid off... Thanks for all you've done!"

— **Michael Schiable**
Director of IS
Eastern Savings Bank

"It is always a pleasure to work with people who get the job done right — the first time, every time..."

— **Pam Oakley**
Telecom Project Manager
Eastern Savings Bank



EASTERN SAVINGS BANK

A community institution

The largest privately-held bank in Maryland, Eastern Savings Bank, has been serving customers for over 100 years. This thriving community bank operates from its headquarters in Hunt Valley and maintains branches throughout the metropolitan Baltimore area. It is among the state's top performing financial institutions.

Centralizing operations

Success and growth are not taken for granted at Eastern Savings. So when the bank decided to centralize its business, this meant it had to unify its voice network as well. The planning staff envisioned a simple 4-digit dialing plan so associates in any office could conveniently call each other. They wanted a way to have their loan officers use their laptops for voices calls as they travel from branch to branch. And the bank wanted to add the power of VoIP to all their branches over time. Doing all this required proven expertise. That's when the bank turned to its technology partner of six years, Chesapeake.

Never out of touch

The bank needed a way to retain its capital investment in their Mitel SX2000 phone system at headquarters. To begin the transition to IP, Chesapeake added a Mitel 3300 IP gateway. This innovative arrangement gave the bank access to all of the advanced features they wanted. Voice mail is now centralized, making messages easier to pick up from any location. Mitel Enterprise Manager supports centralized system management from headquarters. Staff members can be tracked down with integrated paging. Loan officers are never out of touch when they travel between branches — Mitel's 'Your Assistant', installed on notebooks, now allows them to make calls and access their phone system features no matter where they are.

A foundation for growth

The bank is now looking to the future. It plans to transition all of its branches to VoIP — eliminating long distance, improving productivity and strengthening customer service. Chesapeake will be there to make it happen, every step of the way.

AT-A-Glance

Customer

- Financial institution

Solutions

- Mitel 3300 IP phone system
- Mitel SX2000 phone system
- Mitel Your Assistant
- 300+ digital and IP phones
- Mitel Ops Enterprise Manager
- Coordinated 4-digit dial plan
- Centralized voice mail
- Integrated paging

Key Benefits

- Centrally managed operations
- Unified voice communications
- Better internal communications
- Staff mobility between locations
- Reduced long distance usage
- Migration path to IP Telephony

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