

CASE STUDY: Upgrading your phone system has never been easier, thanks to Emergifi.

PROBLEM

Marshfield Medical Center Credit Union had a 20-year-old, on-premises, phone system that was no longer supported by its telecommunications company. In preparation for a possible change in phone systems, the credit union needed to have cabling tested.

SOLUTION

Emergifi provided cable testing and reporting services to the credit union, which included summarized tests performed on each cable to determine if the cabling needed to be replaced or repaired. In addition, the credit union selected the RingCentral cloud-based unified communications as a service platform and elected for Emergifi to lead the phone system conversion, training, switch upgrades, and implementation.

RESULT

The credit union estimated it saved over \$40,000 by electing Emergifi's cable and testing reporting services when compared to proposals from other vendors. As a result of the phone system upgrade, the credit union now operates from an all-inclusive cloud communications and collaboration system which includes: integrated voice, fax, conferencing, instant messaging, video meetings, and team collaboration for every employee; a unified platform for employees, credit union members, and partners to communicate with one another; ease of management, complete administrative control, and simple user activation; easy scaling for future growth including the ability to easily add more phones, users, or numbers; mobile design for a distributed workforce; enterprise-grade reliability, guaranteed quality of service, and security with best-in-class encryption standards; simple per-user pricing – no separate maintenance and support contracts; and low Total Cost of Ownership (TCO) and savings on Capital Excentre (CAPEX).

ABOUT US

Emergifi is a credit union service organization (CUSO) that provides credit unions with technology solutions that improve their productivity and security while reducing their costs and risks. Our cloud-based approach allows credit unions to streamline their operations and access their data on any device.

“Dealing with salespeople can be a hard experience when you don't have the expertise to fully understand the options presented. With Emergifi's knowledge of cloud-based phone systems, they supplied us with the information necessary to work through the options and make an educated decision. Ultimately, we chose RingCentral for our phone system, and we've been happy with the new system.”

- David Murphy, VP-Finance & Risk
Marshfield Medical Center Credit Union