



WHY MITEL? CUSTOMER HIGHLIGHT SERIES

The MOS Group, Inc. – Mortgage Outreach Services

No one likes a foreclosure. For the borrower it means suddenly being without a home, and for the lender it's a money-losing proposition. So when borrowers and lenders alike learn that Mortgage Outreach Services provides attractive alternatives, they turn to the company for creative solutions to an otherwise lose-lose situation.





Mortgage Outreach Chooses Mitel to Drive Exponential Call Center Growth

Demand for those solutions has become so great that Mortgage Outreach is facing a major challenge: how to rapidly grow the call centers at the heart of their business while continuing to provide the first-rate customer service that got them where they are in the first place. Daunting though it is, it's a challenge the company is addressing confidently with communications technology. And their technology of choice is Mitel®.

The challenge of exponential growth

All businesses strive for growth. But when it happens quickly it can be as problematic as it is beneficial. To take advantage of the opportunities it offers without letting service levels slip and losing credibility, companies need to maintain the high level of performance that enabled their success in the first place – and that means finding new and better ways to work productively.

That's the situation facing Mortgage Outreach. To handle that growth, along with its original call center in Farmingdale, New York, the company has a fast-growing center in Richmond, Virginia, and is in the process of opening a third in Irvine, California.

And they're adding agents at a ferocious rate. "When we first started here in Virginia," says Chief Operating Officer Chris Wittrig, "there were eight of us. Now we're at 150, including 30 added in the last three months. And we'll be over 200 in a few months."

To accommodate this level of expansion, the company has opened a second Virginia office. And the new call center in California already has 42 agents in place, with that number expected to top 100 soon.

The solution of choice: technology from Mitel

Given that their success depends on call center efficiency and productivity, Mortgage Outreach knew that answering the challenge of rapid expansion meant finding communications technology to meet their needs now and as they continue to grow. To provide the solution, they turned to Mitel.

Proven technology and service

Based on experience with their existing Mitel 5000 platform, which served their needs admirably when the business was smaller, Mortgage Outreach was familiar with the high quality and reliability of Mitel products.

A complete and highly scalable solution

Of course, the best relationship in the world means nothing without the right technology to back it up. Asked why the company chose the Mitel 3300 IP Communications Platform virtualized on Oracle Sun server (Mitel Communications Suite), Wittrig easily rattles off a litany of reasons.

For starters, he points out that the scalability of the Mitel Communications Suite (MCS) made it an obvious choice. "The MCS will allow us to easily scale our operations from a telephony perspective, where a small-to-medium class system wouldn't. This system gives us a huge piece of flexibility that will allow us to change the footprint of our operation in a very short period of time, and that's invaluable to us."

Because the MCS virtualizes Mitel's 3300 and combines additional Mitel applications, such as NuPoint messenger for voice mail, multiple applications can run on a single server, lowering the company's IT management costs significantly.

Joining the hot desking revolution

The hot desking capability made possible by the integration of Mitel with the Oracle thin-client technology was also a big selling point. It enables organizations to replace traditional desktop and laptop computers with terminal-like Mitel Unified IP Clients for Sun Ray™ that cost less, last longer, and require less maintenance. Because all data and personal settings are server-based, agents can sit at a Sun Ray client anywhere, swipe a Java card, immediately access their personal desktop and phone extension features, and get to work.

"The integration between the Mitel Communications Suite platform and the thin client was very enticing for us," says Wittrig. "Not only do we have less hardware to buy and maintain, but agents share thin-client stations. That's critical for a business like ours that employs full time and part-time people to handle a work day that spreads from 6:30 AM Eastern to 9:00 PM on the west coast."

Although they are just getting started with hot desking, as far as Wittrig is concerned it has already proven its worth. "We've run into the situation where connectivity in one of our Virginia buildings was down. We simply moved people to the other building, they swiped their cards in thin clients just as they would in their own building, and we were back in business right away. No down time at all."

The hot desking feature also fits with the company's plan to promote teleworking and keep real-estate costs down. "Our goal is to have more people working remotely," says Wittrig. "We don't want to continue to expand brick-and-mortar space."

And the benefits don't end there. Wittrig expects that the lower power consumption associated with hot desking will help them negotiate lower rates when they lease additional space. He also sees it as an important piece of their disaster recovery plans. "If I had to take critical personnel and put them in a different location, in a hotel banquet room for example, or even send them home, they could connect just as if they were in the office. That creates a tremendous amount of flexibility for us and really helps us fulfill our long-term objective for business continuity."

Centralized command and control

Another key feature of the Mitel solution that appeals to Mortgage Outreach is that it gives them centralized control over their widespread call center resources.

"One of our challenges," says Wittrig, "is that we have these three different offices, plus people working remotely. But there's no differentiation in what they are working on, because all of the work is a pooled resource." He goes on to explain how, with their new Mitel solution, this is no longer a problem. "With the Mitel Communications Suite, we can consolidate Mitel's applications in the command center on Oracle Sun servers and be aware of what's happening with our resources everywhere. We can manage all operations from a single command center, and distribute the load evenly across our resources. And that's huge for us."

COMPANY

The MOS Group Inc. provides a wide range of financial services, including mortgage delinquency resolution under the name Mortgage Outreach Services.

EVALUATION

Selection based on positive experience with Mitel, Mitel's strength as an overall solution provider, and excellent relationship with Mitel Exclusive Business Partner (EBP) Chesapeake Communications Inc.

CHOICE

Mitel Communications Suite (MCS) on the high availability Oracle Sun server with SIP Trunk, Mitel Applications Suite (MAS), Mitel Unified IP Client for Sun Ray™, 3300 MXe Gateways to support 14 T1 / PRI's.

WHY MITEL?

- **Scalability.** Complete solution handles current needs and can quickly expand as the company grows.
- **Lower IT costs.** Traditional PCs replaced with Mitel Unified IP Client for Sun Ray™ thin clients that cost less to buy and maintain and last longer.
- **Hot Desking.** Agents swipe a Java card in any Sun thin client unit for immediate access to personal desktop and phone settings, enabling sharing of resources over multiple work shifts.
- **Teleworking.** Enables teleworking and other arrangements for brick-and-mortar savings.
- **Disaster recovery.** Agents can access personal desktops and phone extensions anywhere, for fast recovery in the event of power failure or similar event.
- **Centralized control.** Single control center for managing applications and call load across multiple locations enables optimal use of technology and personnel and lowers IT maintenance costs.

"The MCS will allow us to easily scale our operations from a telephony perspective, where a small-to-medium class system wouldn't. This system gives us a huge piece of flexibility that will allow us to change the footprint of our operation in a very short period of time, and that's invaluable to us."

– Chris Wittrig, Chief Operating Officer,
Mortgage Outreach Services



The best is yet to come

Mortgage Outreach has not finished growing. Although their agents already handle upwards of 25 thousand calls a day, Wittrig sees that number rising to 50, 75, or even 100 thousand. "Some models see us having hundreds and hundreds of people by the end of year," he says. "Our biggest growth is still ahead, but we know we can handle it with our call center solution from Mitel."

About Mitel

Mitel delivers flexibility and simplicity in smart unified communications solutions and applications for organizations of all sizes. Combined with a full range of managed services that include voice and data network design and traffic provisioning, custom application development, and attractive financing options, Mitel is reinventing how successful organizations gain competitive advantage by easily collaborating and communicating over distance and time with customers, colleagues and partners. Mitel's US headquarters are in Phoenix, Arizona. Global headquarters are in Ottawa, Canada, with offices, partners, and resellers worldwide.

About Chesapeake Communications, Inc.

A leader in the telecommunications industry, and a Mitel Exclusive Business Partner (EBP), Chesapeake Communications specializes in assisting diverse firms with their unique communications requirements. They are experts in providing Voice and Data solutions, and offer a broad array of services. Their capabilities include business telephone systems, voicemail solutions, computer telephony integration, and LAN / WAN design and installation.

www.chesapeakecom.com



About Mortgage Outreach Services (MOS)

The MOS Group has been assisting the financial industry for over 30 years. They provide clients with a wide range of services, including no contact, loss mitigation, bankruptcy sweeps, skip tracing, property inspection and preservation, and private investigative services. They have licensed investigators and debt collectors in all 50 states, and a nationwide legal network.

www.mortgageoutreach.com



www.oracle.com



| Global Headquarters | U.S. | EMEA | CALA | Asia Pacific |
|--|--|--|--|--|
| Tel: +1(613) 592-2122 Fax: +1(613) 592-4784 | Tel: +1(480) 961-9000 Fax: +1(480) 961-1370 | Tel: +44(0)1291-430000 Fax: +44(0)1291-430400 | Tel: +1(613) 592-2122 Fax: +1(613) 592-7825 | Tel: +61(0) 2 9023 9500 Fax: +61(0) 2 9023 9501 |

www.mitel.com



For more information on our worldwide office locations, visit our website at www.mitel.com/offices

THIS DOCUMENT IS PROVIDED TO YOU FOR INFORMATIONAL PURPOSES ONLY. The information furnished in this document, believed by Mitel to be accurate as of the date of its publication, is subject to change without notice. Mitel assumes no responsibility for any errors or omissions in this document and shall have no obligation to you as a result of having made this document available to you or based upon the information it contains.

M MITEL (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the registered trademarks of their respective holders.

© Copyright 2010, Mitel Networks Corporation. All Rights Reserved.

GD 1226_6937 PN 51016243RB-EN