



Mitel Customer Snapshot:

Libro Credit Union

Company Info:

- Location: Ontario, Canada
- Industry: Financial Services
- Website: libro.ca

Situation:

- 70 year history of serving families, farms and enterprises in the region.
- Prioritizes customer service, through 31 branches.

Needs:

- Tools that will help find and fix problems on the network quickly, before service quality is impacted.
- Central access to devices for remote troubleshooting would save time and money, and allow remote assistance from their Mitel channel partner.
- Detailed data on voice quality, to pinpoint the source of a problem more quickly.

Solutions:

- Mitel MarWatch fault & performance management
mitel.com/marwatch
- MiVoice Business
mitel.com/mivoice-business

"Preventing downtime that affects our customer base is always top of mind. If we can't communicate with them, we can't serve them and that is a big problem. MarWatch allows us to be proactive and know about problems as soon as they occur, preventing downtime or a decline in voice quality."

Doug Roswell, Banking Systems and
Telecommunication Analyst
Libro Credit Union

Results:

- Network and voice quality problems are resolved before downtime can occur.
- Troubleshooting is simplified with detailed voice quality data and SMDR records, and secure remote access to devices.
- Backups for MiVoice Business with configuration files, call history and embedded voice mail provide peace of mind.



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