

“The Adapt team is very professional. The team got everything up and running, tested, and operational on schedule. Whenever we have questions about usage, technical issues, or software upgrades, Adapt has provided excellent support.”

Tim Daugherty,
Project Manager, National Institutes of Health Federal Credit Union

CASE STUDY



Solution:

Unified Communications through
IP Communications Software Suite

Benefits:

Powerful telecom system
that is also easy to administer

User friendly for employees

Integrates with Microsoft® Outlook

Adapt's professional and knowledgeable
installation and support staff

About National Institutes of Health Federal Credit Union

The National Institutes of Health Federal Credit Union (NIHFCU) is a progressive \$600+ million credit union headquartered in Rockville, Maryland. Because of its reputation for excellent member service and the offering of a complete line of products and services such as consumer loan options, credit cards, mortgage and home equity loans, secured interest-bearing savings, checking and investment accounts, NIHFCU is now one of the largest credit unions in Maryland. It's no wonder that NIHFCU has installed a state-of-the-art communications infrastructure between its headquarters and its 10-branch network.

NIHFCU's choice for a systems integrator: Adapt Telephony Services, LLC, a full-service reseller and systems integrator which installs, custom configures and provides support for the **IP communications software suite Customer Interaction Center™ (CIC) from Interactive Intelligence**. NIHFCU began its search to upgrade a traditional PBX (Private Branch Exchange) telephone system and developed an in-depth RFP (request for proposal). The RFP was submitted to four major vendors. After demonstrations and full due diligence, the credit union chose Adapt and the Interactive Intelligence system. The all-in-one CIC platform offered all the functionality NIHFCU was seeking and at an affordable price.

Tim Daugherty, Project Manager at NIHFCU, worked as a vendor liaison, making sure that the implementation went smoothly. Tim recalls that he and Adapt “worked together to go over the scope of work and review the project plan from start to finish. Not only is the Adapt team extremely knowledgeable about the CIC system but also about working with telecom carriers and telecommunications in general.”

To complicate matters, a headquarters move was in progress at the same time the new communications platform was being installed. Daugherty discovered however that not only were Adapt's project managers very helpful, the installation team itself was very professional and got everything up and running, tested, and operational on schedule. They also installed a backup server that included an auto-switchover feature, providing for virtually no down time, as well as a great deal of peace of mind for employees.

Additionally, NIHFCU's IT department quickly learned the new system was easy to administer and support since it is a completely Windows®-based 'point and click' environment.

Daugherty recalls NIHFCU's employees being somewhat nervous about the changes and that it "took a little while for our staff to get used to using their computers for dialing. Once they understood how it easy and powerful the new system was, they really embraced it." Training progressed smoothly. Employees quickly realized the benefits of the new system including easy call transfers, quick setup of conference calls, and integration with Microsoft Outlook. Daugherty notes that senior managers were happy with the new system and "all our employees just love it because it is so user friendly."

After the headquarters went live and all 10 branches had finished installations, the credit union began adding functionally gradually. The software suite includes a complete array of communications applications that replace a wide range of legacy devices, including PBX, Interactive Voice Response (IVR), Automatic Call Distribution (ACD), fax servers, voice mail systems and gateways.

For instance, NIHFCU has implemented surveys to gather member feedback after calls to the contact center. The credit union also desires to add online Web chat from its website. Daugherty feels that whenever NIHFCU has questions about usage, technical issues, or software upgrades, Adapt has provided excellent support.

"Overall, the whole transition went very smoothly. We recommend working with Adapt because of the very professional and knowledgeable team."



Adapt Telephony Services, LLC (Adapt) is a global value-added reseller and integrator of on-premises or cloud-based contact center and unified communications solutions. For nearly 15 years, we have provided credit unions with CU-specific Smart Applications, pre-integrated with many financial cores and designed to transform the member experience, eliminate fraud and streamline member interactions. With more than 160 credit union clients, Adapt gets more out of the solutions we sell because we have the expertise, experience and disciplined processes to meet the challenges our credit union clients face in achieving a superior member experience. For more information, visit www.teamadapt.com.

Adapt Telephony Services | 600 Enterprise Drive, Suite 204 Oak Brook, Illinois 60523 | phone 630 468 7500

©2017 Adapt Telephony Services LLC. All Rights Reserved.
Other trademarks mentioned in this document are the property of their respective owners.