



TELUS Business Solutions Success Stories
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Lake View Credit Union

TELUS solutions keep northern B.C. credit union's communications flowing

“Our geographical location poses challenges and obstacles, but we’re always able to work with TELUS to schedule events and projects and they’ve always delivered on our timelines. It’s been a wonderful experience.”

— Andrew Free, IT Manager, Lake View Credit Union

Situation

- Lake View Credit Union has its head office in Dawson Creek, B.C. and branches in Tumbler Ridge and Chetwynd
- Lake View had been using a regular business Internet connection for its data needs
- The phone system at head office was reaching end of life
- The two branch offices had very basic phone service, with no voice mail capabilities
- The credit union had been managing its own technology

Approach

- Lake View Credit Union's IT Manager researched the different communications technologies available, looking for scalable, redundant solutions with built-in disaster recovery capabilities
- TELUS was the only vendor in Northern B.C. capable of meeting all of Lake View's needs
- For its data communications, Lake View switched to the fully-managed TELUS MPLS fibre network
- For its voice needs, Lake View installed a Nortel BCM 50 solution at each of its offices, and interconnected the offices via the MPLS network
- Lake View has also invested in a video conferencing solution from TELUS

Business benefits

- The MPLS network allows Lake View to connect directly and securely to its hosted banking system in Vancouver, knowing that full redundancy ensures uptimes
- With the Nortel BCM 50 system, Lake View can manage every phone at head office and the branches 24/7, administering them all from the network
- There are no long distance charges for calling between branches
- Staff training on the new phones was fast and simple
- Built-in reporting capabilities show that Lake View is experiencing fewer missed calls and fewer hang-ups, resulting in greater member satisfaction
- The branch offices use the video conferencing system to work with lenders at head office, providing members with faster responses to their loan and mortgage applications
- Lake View also uses the video conferencing system for board meetings, reducing travel time and expenses
- Awarded 2008 Technology Implementer of the Year for Northern BC, by the Science Council of BC

Lake View Credit Union

Solution details

Lake View Credit Union in Northern British Columbia has its head office in Dawson Creek and two branches, one in Tumbler Ridge and one in Chetwynd. The credit union had been using a regular business Internet connection for its data communications and a mix of solutions for voice communications. However, the PBX system at head office was reaching the end of its life, while the branch offices had only basic phone systems, with no voice mail capabilities. It was time to upgrade all communications.

Andrew Free, Lake View's IT Manager, began researching the different technologies available. "There aren't many service providers or vendors up here and TELUS is the only one with all the capabilities we need," he says. "They presented a few systems to us and recommended their fully managed MPLS fibre network. I did some research into the equipment and technology and this made the most sense. It has built-in redundancy and its scalability will allow us to expand to other towns and cities in the area."

Lake View's three offices are now connected via the MPLS network. The solution also allows Lake View to connect directly and securely with the Vancouver-based provider of its online banking solution. The provider also has a relationship with TELUS, which allows all three parties to work together on ensuring that Lake View always has the best solutions possible.

Shortly after deploying the new data network, Lake View implemented a Nortel BCM 50 voice solution in each of its offices. While outside voice communications run over the public network, the offices are inter-connected over the MPLS network. This has eliminated long distance charges for inter-branch calling and also allows Free and his team to

manage every phone around the clock, directly from the network. "It's much easier to administer," says Free. "Plus, it gives us both voice mail and auto attendant, so we can do much more for our members than we could in the past." In fact, the reporting capabilities built into the system show that missed calls are down dramatically, reflecting an increase in the quality of service provided to members.

Staff at all three offices found it easy to make the transition from the old system to the new. "Our old system was also from Nortel," explains Free. "A lot of the programming and coding functions were the same, so the learning curve was good."

Lake View is now in the process of further leveraging its new technology and has invested in a video conferencing system through TELUS. As a result, lenders at head office no longer have to travel to branches when members apply for loans. The meeting can be conducted via video conferencing and the application can be faxed or emailed in real time. Lake View also uses the system for board meetings, reducing the amount of time and money spent on travel.

"We have a very strong relationship with TELUS," says Free. "Our geographical location poses challenges and obstacles, but we're always able to work with TELUS to schedule events and projects and they've always delivered on our timelines. It's been a wonderful experience." It has also helped Lake View win recognition as a technology user. In 2008, the Science Council of BC named Lake View its "Technology Implementer for Northern BC".

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