

CASE STUDY: Westoba Credit Union

Westoba Credit Union is a full-service community credit union with 16 locations across the province of Manitoba, offering personal, commercial, non-profit, investment. and financial planning related services.

Serving Manitoba and the community since 1963, Westoba Credit Union is focused on enriching lives and communities by helping them reach their financial goals, all while maintaining a highly secure and privacy-driven approach to customer service.



The Challenge

Westoba Credit Union wanted to offer each of their clients banking with confidence and a greater peace of mind. At Westoba, privacy and security are taken very seriously - nothing is more important than protecting their client's personal and financial information. Westoba, like Telecom Metric, committed to keeping information safe and wanted to provide clients with the tools and knowledge to protect themselves. Looking for a secure Canadian-hosted VoIP system, Telecom Metric Inc. was able to provide them with:

- A custom-made cloud solution with end-to-end encryption, compliant with Federal and Provincial privacy laws (PIPEDA, MFIPPA).
- Secure SIP trunking with unlimited Canadian calling and automatic thresholds to monitor outbound and long distance traffic.
- User-friendly admin portal with a variety of standard reports to gain full control over data, client calls, call duration, and customer support.
- A single and centralized solution for all locations, with automatic firmware updates for both PBX and phones when available.

The Solution

Telecom Metric was able to take the Westoba system and security to the next level by providing a variety of customized solutions:

- A reliable and all-Canadian hosted platform with 99.999% availability, all data resides in Canada to meet all privacy law obligations.
- Customers first! No additional costs for support or site visits. No long term contract, we need to earn your trust every month.
- A unified solution that can be used via desk phone, computer, and/or mobile phone for calling and web/video conferencing.
- Maximum flexibility when it comes to the number of users, phones, and extensions, dependent on your usage, and can be adjusted per time of the year.
- Risk-free migration with a dedicated project manager. The 'go-live' will only take place when the organization feels comfortable using the new system.

The Result

The new system was deployed quick and saved the credit union roughly \$140,000 annually, as well as giving the organization full access and control.

- The complete system was deployed in approximately 30 business days from the acceptance to the 'go-live' date with a high customer satisfaction score.
- Multiple advanced telephony measures are now implemented to protect them against hacking, our technicians will inform the client when 80% of the normal maximum spending is reached.
- Monthly phone costs have decreased by using the new webRTC tool and chat functionality and increasing employee productivity.
- The IT team is now fully trained and independent to capture and report on financial service metrics.
- The project was very cost-effective, coming in under budget, reducing their monthly expenses

"We would strongly recommend Telecom Metric Inc. for their security and easy-to-use unified solution. Since we switched to their SIP trunking and new IP phones the voice quality improved significantly, employees are also very happy with the user interface and web conferencing features."

Normal Neil
Senior Director, Information Technology