



## CUSTOMER EXPERIENCE



*"Our 15 year relationship with Chesapeake has really paid off... Thanks for all you've done!"*

**John Kessler, VP of IT**

*"It is always a pleasure to work with people who get the job done right — the first time, every time..."*

**Kyle Shearer  
Technical Support Manager**

### Customer Highlights

- Community Bank
- Hunt Valley Headquarters
- Baltimore Region Branches

### Solution Overview

- Mitel MiVoice Business system
- 300+ IP phones
- Point-to-Point network services
- 4-digit dialing between sites
- Unified Messaging
- Integrated paging

### Key Advantages

- Improved multi-site communications
- Mobility between branches
- Centrally managed
- Easy online administration
- Cost savings
- Local CTS Support

## Eastern Savings Bank

### A community institution

The largest privately-held bank in Maryland, Eastern Savings Bank, has been serving customers for over 100 years. This thriving community bank operates from its headquarters in Hunt Valley and maintains branches throughout the metropolitan Baltimore area. It is among the state's top performing financial institutions.

### Centralizing operations

Success and growth are not taken for granted at Eastern Savings. So when the bank decided to centralize its business, this meant it had to unify its voice network as well. The planning staff envisioned a simple 4-digit dialing plan so associates in any office could conveniently call each other. They wanted a way to have their loan officers use their laptops for voice calls as they travel from branch to branch. And the bank wanted to add the power of VoIP to all their branches over time. Doing all this required proven expertise. That's when the bank turned to its technology partner of 15 years, Chesapeake.

### Never out of touch

CTS deployed a Mitel MiVoice Business platform as a hub at the bank's Hunt Valley, MD headquarters and it each branch is connected to the system via point-to-point services. This innovative arrangement gives the entire bank access to all of the advanced communication features they depend on. Messaging is centralized, making it easy to check in from any location. Centralized system management is handled from headquarters. Staff members can be tracked down with integrated paging. Loan officers are never out of touch when they travel between branches — Mitel softphones allow them to make calls and access their system features no matter where they're working.

### A foundation for growth

Eastern Savings Bank has successfully transitioned all of its branches to the power of VoIP — cutting costs, improving staff productivity and strengthening customer service. As the bank continues to grow, CTS will be there, every step of the way.

**CALL TODAY!**

**800-787-4848 | 410-850-4848**

**CHESAPEAKETELEPHONE.COM**