CASE STUDY
LIBRO CREDIT UNION

Libro Credit Union has 70 years of history serving the families, farms and enterprises of southwestern Ontario, Canada. Libro serves its customers in 31 branches, by phone or online. Reliable, high quality voice communication is important to Libro. After investing in a Mitel MiVoice Business solution, Libro invested in Mitel Performance Analytics (MPA) fault and performance management software. It is a solution that has paid off – resolving network problems before they can negatively impact service quality.

Challenge

An organization that calls its customers 'Owners' is sure to prioritize customer service. In fact, it is a critical part of Libro Credit Union's success. No matter what mode of communication a Libro customer or Owner may choose (phone, online, or in-branch), they should expect consistently available and reliable service.

When it came to their Mitel VoIP system, Libro needed a solution that would make it easier to find and fix problems on the network. Central access to all devices from one location for troubleshooting would save time and money, and allow Libro's Mitel channel partner to assist them more easily. In addition, detailed data on voice quality would help them pinpoint the source of a problem faster.

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>
> - Doug Roswell
> Libro Credit Union

Solution

MPA is Mitel's fault and performance management software. Designed specifically for Mitel systems, it delivers 24/7 performance monitoring, real-time alerts for detected problems, reporting and secure remote access for fast, efficient problem resolution. For MiVoice Business, MPA also offers a suite of advanced tools – such as secure offsite backups and SMDR record collection.

Deployed in the cloud and accessible anywhere from a PC or mobile device, MPA has helped Libro improve the way they manage VoIP service quality. Secure remote access means that Libro's channel partner can easily and securely investigate issues on their voice network without Libro's intervention. Libro's IT staff can also access devices in 28 locations for troubleshooting and administration.

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Preventing phone system downtime was important to Libro. Doug Roswell, Banking Systems and Telecommunications Analyst for Libro Credit Union, says "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." MPA now monitors the performance and availability of their systems around the clock, and sends an alert when a problem is detected, allowing Libro to act quickly, before customers are impacted: "MPA allows us to be proactive and be made aware of problems as soon as they occur, preventing downtime or a decline in voice quality," Roswell said.

Since Mitel systems are highly reliable, when voice quality degrades, it is typically caused by an event in the network environment. From high latency to improper configuration, the trouble for IT personnel managing voice networks is identifying what exactly is causing the voice quality problem.

MPA helps: "The voice quality performance data and SMDR records have proven to be valuable troubleshooting tools for us," explained Roswell. "We can see voice quality by call, including key data such as R-Factor, IP addresses, codec, delay, jitter, and packet loss – all of which can point to the source of a voice quality problem for faster resolution."

Making a great product even more valuable to Libro is the secure offsite backup service for MiVoice Business, which stores configuration files, call history and embedded voice mail in a cloud-hosted file that is easily retrievable via a standard web browser. "It's great to have the MiVoice Business backup files offsite – it's reassuring to know that they are there if needed," Roswell said.

For Libro Credit Union, proactively providing the best customer service is at the heart of their 70 year history – making MPA a great fit for their voice operations.

About Martello

Founded in 2009, Martello Technologies is a private company headquartered in Ottawa, Canada with staff in Canada, the United States and France. In January of 2018, Martello merged with SD-WAN player Elfiq Networks to offer a solution that pairs performance management software with SD-WAN technology to provide stellar UC performance. Martello's solutions deliver confidence in the performance of real-time services on cloud and enterprise networks and is a proven provider of performance management software for Mitel customers.

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