



How a regional credit union cut voice and connectivity costs by \$25,000 a month

Challenges

- The credit union was running a legacy PBX phone system at significant cost. Primary Rate Interface (PRI) pricing had skyrocketed in recent years, and their SIP provider required a dedicated internet circuit for the SIP trunk, adding further expense. The plan was to migrate all users to Microsoft Teams.
- Their contact center capabilities were limited. They needed to add SMS and other omnichannel tools and had selected a CCaaS solution that would integrate with their financial software.
- For internet connectivity, they were contracting directly with multiple carriers across their geographically dispersed branches. Managing multiple providers was complex, service levels were inconsistent, and one carrier suffered repeated outages with slow response times and poor support.

Solution

- The credit union turned to Pure IP. We designed a solution to consolidate all voice and connectivity services under one provider.
- We migrated the organization to **Microsoft Teams** with **25 voice channels** aligned to Teams users.
- To simplify voice management further, we delivered **35 contact center voice channels** to their CCaaS provider via the **bring-your-own-carrier (BYOC)** option through our **Global Voice** service, consolidating all voice under a single provider rather than splitting it across platforms.

Overview

Customer: Credit union

Industry: Healthcare

Scope: 25 locations

Solutions:

- Global Voice
- Unified Integrations – Microsoft Teams
- Global Network Services – Managed SD-WAN

- Through our **Global Network Services**, we upgraded all locations with **46 dual dedicated internet access (DIA) circuits** and **23 broadband circuits**.
- We provided ongoing proactive monitoring and remediation across all internet connections via our **Global NOC** and **Centralized Visibility**.



✓ Results

- The new solution saved over **\$25,000** monthly in voice and network costs.
- The network upgrades standardized connectivity across all branches and more than doubled available bandwidth.
- Proactive monitoring, which the credit union had not had before, significantly reduced the risk of downtime.
- Carrier consolidation gave the organization a single vendor, one invoice, and one point of contact for support and escalations.



➔ Looking Ahead

- The credit union currently manages its own SD-WAN and firewalls. We provided a roadmap for transitioning to **Managed SD-WAN** and **Managed Next Gen Firewall** services to further reduce IT management complexity – and based on the success of the Teams migration and connectivity upgrade, they are planning to move forward with that initiative within the year.