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AltaOne Cites Savings in Telecom Upgrade

BY MARC RAPPORT

The \$533 million AltaOne Federal Credit Union in Ridgecrest, Calif., has completed a two-year telecommunications system upgrade that is now saving it \$5,000 per month, the credit union and its vendor said.

Voice Smart Networks of San Diego handled the multi-tier upgrade and migration and now also manages the credit union's carrier services.

Aligning accounts to take advantage of more competitive agreements, removing unused lines, eliminating unsolicited fees and other tactics resulted in \$5,000 per month savings and a one-time credit from Verizon of more than \$100,000, said Voice Smart Network partner Mark Wadnizak.

Dale Stein, Wadnizak's partner, said the project also included moving AltaOne from its existing Nortel system.

"This was done in several phases. The first was to replace the call center in 2010 with a Zultys solution to resolve a call recording situation that was unreliable," Stein said. "This year we migrated AltaOne's entire corporate office off of the Nortel system to the Zultys platform and included a pilot program for the Lake Isabella branch office."

He said the system will migrate to the remaining nine branches next year.

Wadnizak said the benefits achieved with the new system for [AltaOne](#) are unified messaging, better call flow to contact departments, mobility with cell phone "twinning" and expanded call center functions.

"With Voice Smart's guidance, AltaOne has driven its telecommunication expenses to their lowest levels in history," said Jason Silberberg, the 47,000-member Kern County-based credit union's vice president of member account and technology support.

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