

## Butterfield Bank (Guernsey) Invests in Mitel Networked Business Solution

### CUSTOMER NEEDS

- Facilitate business communications by having one infrastructure
- To improve customer service through the call center
- To relocate to a greenfield site without disrupting business activity

### SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel Contact Center Solutions (6100)
- Mitel Messaging Server

### RESULTS

- Seamless implementation of new IP solution while protecting existing investment
- Customer service improved through the Contact Center Solutions and the Messaging Server, with increased response rates and auto attendant
- A future-proof converged Mitel Networked Business Solution that will grow with the business's requirements



Butterfield Bank offers a range of services including investment management, fiduciary, private banking, treasury, custody, lending services and administered banking to an international customer base. They aim to build relationships managed by professional and well-trained personnel who understand that quality of service is a key consideration in a client's decision when choosing a private bank.

Previously the 200 employees were dispersed in five separate sites in Guernsey with three different vendor communications platforms. This reduced the business's operational efficiency and proved difficult for the IT department to manage. After 18 months of meticulous planning the decision was taken to merge and relocate all employees into a new, single, greenfield site in Guernsey to streamline the business, ensure the staff worked efficiently, and to offer new levels of service to customers.

Butterfield Bank selected a voice and data solution from Mitel® whose mandate was to bring together the three different telephone systems, retain the investment the Bank had made in its existing Mitel infrastructure while also taking advantage of new IP Telephony working practices.



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# Customer Experience

## → Butterfield Bank

### ABOUT BUTTERFIELD BANK

Butterfield Bank offers a range of services including investment management, fiduciary, private banking, treasury, custody, lending services and administered banking to an international customer base.

*"We decided upon Mitel because we had an existing SX-2000 installed, it seemed logical to protect our initial investment. The migration path available to IP was simple and cost-effective to deploy, enabling the business to evolve at our own pace."*

– Jon Lenfestey, Head of IT,  
Butterfield Bank (Guernsey)

"The vendors that were assessed were Mitel, Siemens and Alcatel, and we decided upon Mitel because we had an existing SX-2000 which meant the migration path with Mitel protected our initial investment, said Jon Lenfestey, Head of IT, Butterfield Bank (Guernsey). "The migration to IP was simple and cost-effective to deploy, enabling the business to evolve at our own pace."

Butterfield Bank selected a Networked Business Solution from Mitel including the Mitel 3300 Integrated Communications Platform (ICP), Mitel Contact Center Solutions (6100) and the Mitel Messaging Server.

"We needed to merge all three individual switches into one single switch and the 3300-ICP integrated with the SX-2000 perfectly, giving us scalability to support the growth of the business and enable simplified management on the LAN. We also now have disaster recovery with the 3300-ICP, which is paramount in the banking industry as our communications platform cannot fall down," commented Lenfestey.

Butterfield Bank's administered banking call center is used to take enquiries from administered banking customers and prospects and is fully integrated and supported on the 3300-ICP infrastructure. The unique feature of the Call Center Solutions is its management and reporting capabilities, allowing each agent to schedule their own reports and automatically print and email reports. The Messaging Server has enabled Butterfield Bank to manage their telephone calls out of hours with voice mail answering the calls and giving various instructions to the callers. This is vital for a business that deals with international customers in different time zones to project its professional image.

"Butterfield Bank has definitely seen an improvement in customer service and contact management with the Contact Center Solutions and the Messaging Server. The next step that we are considering is remote working, enabling employees to work off site and still have the same features and functionality that they have in the office. One of the benefits of the Mitel Networked Business Solutions is the capability to add on applications to improve the business's performance," concluded Lenfestey.

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