



CASE STUDY Somerville's Credit Union Somerville, MA



Credit Union Credits Partners Technology with Improved Communications

Somerville's Credit Union opened for business in 1941 to help its fellow City of Somerville employees save for retirement in an age when pension plans were nonexistent. The last time the financial institution updated its phone system was in an age where internet phone service was nonexistent, too. So, when it came time to retire its aging Nortel landline PBX system, Somerville's Credit Union knew it was also time to make the switch to VoIP phones.

Looking for a one-stop vendor solution that would enable the credit union to configure phone changes without relying on in-house IT or other staff, it turned to Partners Technology to find the right solution to better serve its customers and meet its plans for the future.

"Phones are still a major method of communication for those we serve, and Partners has been instrumental in ensuring the integrity of our system as a mission-critical system," said Roland Draper, the credit union's CEO. "Our members include several select employer groups ranging from citizens and employees in the Greater Somerville community in Massachusetts, as well as members throughout New England and metro New York City. We are now close to 3,000 members strong and being able to reach and provide them with financial literacy and new services when and where they need them is vital."

Hosted Communications in the Cloud

Partners introduced Draper to its Partners Hosted Solutions, cloud-based communications services suited for small and medium-sized businesses providing scalability, flexibility, and 24x7 management and maintenance – all for one low monthly price with no hidden fees.

“With our hosted solution, Partners was able to meet Somerville’s Credit Union’s needs for easy-to-use phone features, including remote access, auto attendant, voicemail to email and more, so employees were able to increase efficiency and productivity while staying focused solely on serving their customers,” said Jim Rabbitt, managing partner at Partners Technology.

Partners made transitioning from cables to the cloud easy, too.

“They were able to onboard our credit union in a relatively painless manner, installing the system -- both hardware and software -- training employees, and smoothly cutting over from the old system to the new,” Draper reported.

“They are also there for us for the little things that can become problems, such as when employees depart the company, or change offices, requiring calls to be rerouted and features to be reprogrammed or reconfigured,” he continued. “During the pandemic we were forced to quarantine and close our doors, and Partners Technology devised a quick and easy solution to allow our staff who worked remotely to answer phones and help them without missing a beat!”



“Partners Technology is very responsive to their clients’ needs. We experience this commitment continuously throughout our relationship with them, which unfortunately isn’t always the case with other vendors.” – Roland Draper, CEO

ABOUT Somerville’s Credit Union

Established on May 28, 1941, Somerville’s Credit Union was started by people who were committed to helping their fellow City of Somerville employees save for retirement in an age when pensions were non-existent. Today, over 80 years later, and close to 3000 members, our common bond and eligibility to become a member of ‘Somerville’s Credit Union’ includes several select employer groups ranging from citizens and employees in the Greater Somerville community, as well as members throughout New England and Metro New York City.

ABOUT PARTNERS TECHNOLOGY

At Partners Technology we provide organizations of all sizes with advanced networking, communications and technology solutions. We offer a full range of products and services, including a comprehensive suite of voice products, data networking solutions, managed services and cloud services.

With an unwavering focus on customer service, Partners Technology enjoys some of the highest customer loyalty and satisfaction ratings in the telecommunications industry.

As an Exclusive Mitel Gold Business Partner, we service all of New England and are able to service our customers globally utilizing a network of over 1,600 value-added Mitel resellers and partners.



Bringing People and Technology Together

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