

CHESAPEAKE TELEPHONE SYSTEMS



CUSTOMER EXPERIENCE



KELLY

BENEFITS • PAYROLL • TECHNOLOGY

"We've been working with CTS for over 25 years. Jeff and his team have been with us every step of the way... keeping us connected and helping us grow. Every move, every new office, every technology rollout... We count on CTS."

David Kelly, COO

Customer Highlights

- Employee Benefit Administrators
TPA, Brokers, Payroll Providers, Consultants
- 100,000 sq. ft. Sparks, MD Headquarters
- Bethesda & Delaware Offices
- 600+ employees

Solution Overview

- Mitel MiVoice Business UC Platforms
- VMware Virtual Voice Deployment
- Contact Center w/ Agents at Home
- Workforce Management, Recording, Accounting
- IVR w/ self-serve benefits selection
- MiVoice for Lync, softphones, screen pops
- Sound Masking, White Noise | Paging
- Conference Rooms w/ Wall-mounted Displays and Mitel MiVoice Video Phones

Key Advantages

- Scalable, Flexible Communications
- Virtualization & Business Continuity
- Distributed Workforce

Voice, Data & Video | Turn-key solutions | 30+ years
Chesapeake supports 5,000 customers nationwide

KELLY

Workforce management for businesses...

In 1976, the Kelly family started their fledgling insurance agency in their home's basement. Their thriving family-run company has become one of the nation's largest employee benefit administrators, brokers, consultants, and payroll providers.

Rapid Expansion & Relocation

As KELLY's expansion continued, multiple offices in Hunt Valley were bursting at the seams. An opportunity to consolidate came when a 100,000 sq. ft. space opened in Sparks. With business continuity top-of-mind, CTS designed a redundant UC solution. Survivable broadband services were arranged to instantly re-route calls in the event of a disruption. Deploying integrated technology from VMware and Mitel, dual MiVoice Business systems run in a virtual environment at onsite and offsite data centers.

Outstanding Client Services

To meet KELLY's unique contact center requirements, CTS then enabled a distributed arrangement so agents are equipped to work at home with Mitel endpoints or Microsoft LYNC softphones. Depending on each KELLY client being served, an IVR provides inbound callers with self-serve prompts or live agents respond with real-time information via integrated screen pops. When it comes to training, KELLY contact center managers can track calls and use screen shots of agent transactions. Mitel call recording further supports coaching and development. Mitel Workforce Management tools and Call Accounting tracks call activity to support scheduling adjustments that ensure service-levels and customer satisfaction.

Improving Work Spaces

Sound masking technology provides white noise and adds privacy in the open floor plan of the sprawling headquarters. Multiple conference rooms accommodate teams throughout the building. Rooms are equipped with HD displays for in-room presentations and video conferences. Arranging a meeting with Mitel MiVoice Video phones is as easy as making a phone call. The specialized phone's integrated browser enables access to cloud-based services, such as Gmail and MS Exchange for contact dialing and chat. The Video phone can also access MS Office files using the wall display to view or revise during a meeting.

Comprehensive Coverage

"We've been working with CTS for decades," notes David Kelly, COO of Kelly. "They provide the technology that keeps us ahead in the marketplace, they deliver their projects on time, and they provide outstanding support when we need it – Jeff and the CTS team has us covered."

CALL TODAY!

800-787-4848 | 410-850-4848

CHESAPEAKETELEPHONE.COM