



*Application: Banking*

*Products Used: Coral IPx systems for 6 locations, VoIP telephones, centralized unified messaging and fax server*

*Business Partner: Innovative Communication Systems*

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## Texas-based Bank Improves Operations and Saves Significantly with Tadiran Coral IPx

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*Challenges: Rio Bank previously handled all calls at each local branch completely independent of other branches. Without centralized customer service for inbound calls, each branch had to dedicate employees to field inbound calls. Most bank employees operated without voice mail. Rio Bank was searching for a secure and efficient way to handle faxes which could contain confidential client information.*



Tadiran reseller Innovative Communication Systems (ICS) is a leading telephony integrator. Using Tadiran VoIP-based Coral IPx Office systems, ICS provided Rio Bank the ability to seamlessly integrate all their locations. Bank employees are now able to dial users at another location by dialing a four digit extension number. Centralizing the operator position provides a consistent and dependable experience to bank patrons, handling all inbound calls. Customer satisfaction increased and costs associated with staffing for inbound calls were reduced. A centralized voice mail makes messaging

affordable for all users; even those at small remote locations. And the integrated fax server sends financially sensitive material directly to desired party's inbox a more secure and effective method than traditional fax machines. Not only are faxes delivered to the e-mail inbox, but voice mails are attached as audio attachments delivered as email messages. This technology also made the fax and voice mails accessible to bank employees that are mobile using Blackberries and other mobile devices.



With the Coral's built-in conference bridges, Rio has minimized the need to have managers drive from location to location and has reduced the cost paid to expensive third-party conference companies.

***Most importantly, by centralizing their dial tone at their corporate location, the solution saved the bank over \$2,000 per month in local and long distance charges.***