Why Mitel in FINANCIAL SERVICES

With **86%** of people willing to pay more for better customer experience[1] (CX), it pays to invest in CX in the world of financial services.

But, to deliver truly outstanding customer service, there's a lot that needs to happen behind the scenes. Different experiences by branch, outdated security, siloed staff, and narrow channels of communication are just some of the things standing in the way of the exceptional service modern consumers expect.

With Mitel, you can develop the customer-first culture your business needs to thrive.

Our suite of Financial Service Solutions help improve interactions, whether in a branch or on a mobile app, fulfill regulatory compliance, strengthen security, automate tasks to enhance operations, and enable employees or branch workers in their jobs.

Founded almost 50 years ago, Mitel has empowered countless organizations to connect, collaborate and exceed customer expectations. Just look at what we've achieved.

We onboard	Mitel is	Mitel operates in	We have
2M+	**#1**	**100+**	**5,000+**
New UC users per year	In seven core markets	Countries around the world	Global partners

⋈ Mitel®

Powering connections

How to put the *CUSTOMER FIRST* with Mitel

Communicate Their Way

With 74% of consumers using three or more channels for customer interactions[2], it's more important than ever that your staff have the tools they need to keep up.

Mitel's omnichannel CX solutions power conversations across your customers' preferred channels and devices, in both self-service and human-assisted scenarios.

Plus, AI-powered chat and voice bots can help your customers quickly connect to the services they want. While agent and employee assistants give your staff the support they need to keep conversations moving.

Prioritize Productivity

Employees that are empowered to deliver their best work are the driving force behind great experiences.

Mitel's solutions allow staff to work the way that works for them, with integrated services available across mobile phones, IP-DECT, desk phones or softphones. And, with communication boosted across departments, staff can collaborate in real-time, meaning customers get the answers and service they need without disruption.

Mitel's CRM Web Connectors and custom agent and employee desktops can help streamline onboarding too.

Boost Your Security

Customers need to be sure your systems and accounts can keep their data safe.

Mitel's sophisticated ID verification and validation solutions use integrated voice biometrics and multi-factor authentication to deter fraudsters and protect your customers' accounts.

Banks, Credit Unions and Investment Advisors rely on Mitel solutions to keep on top of regulatory compliance with common controls via product features or through partnerships with providers like SecureCo and Sycurio, we can help you simplify PCI-DSS and GDPR compliance, and mitigate risk in other regulated environments (HIPAA, Dodd Frank Act, and MiFID II)[3] too.

Enhance Operations Everywhere

To deliver streamlined, emerging experiences for your customers with maximum efficiency.

Mitel's customized packaged solutions are designed to cut complexity in your business — easily integrating with your existing front and back-office systems. Our solutions can be deployed where you need them on-premises, in your private cloud or in a secure dedicated instance in a public cloud environment.

And, with our flexible deployment and procurement options, Mitel gives you everything you need to boost productivity, cut costs, and drive better customer outcomes.

Mitel®

Mitel delivers *TANGIBLE* results

At Mitel, our years of experience speak for themselves. We know more than just technology. Our global partner network brings practical expertise and in-depth knowledge to your organization – adding value to your investment and helping you to unleash its full potential.

"It's been a true partnership. They're not just trying to sell us the latest and greatest product but finding what fits us. I feel like Mitel has our back."

Gary Jeter, Chief Technology Officer,
TruStone Financial Credit Union

Take a look at some of the ways we've been helping financial services organizations develop their customer-first culture.

Brightside Insurance
and Warranty Solutions ❯

Datacard ❯

TruStone Financial Credit Union ❯

Ellinger Riggs Insurance ❯

Mitel®

Mitel delivers *TANGIBLE* results

Real Solutions

Reliable telephony for 99.99% uptime

Customer-based routing for more personalized service

CRM screen pops for efficient agent empowerment

Mitel Workforce Management for happier employees

Suggested responses for faster, more consistent customer service

Real Impact

"Preventing downtime that affects our customer base is always top of mind. If we can't communicate with them, we can't serve them and that is a big problem."

Doug Roswell,
Banking Systems and Telecommunication Analyst, Libro Credit Union

"A hosted Mitel cloud solution was a perfect choice for Brightside as it allowed us to cost-effectively leverage multiple operations centres across the globe and employ a 'follow the sun' support model for our contact centre."

Tuan Tran, IT Manager, Brightside

"We are planning to have a common contact center platform globally for our customer service, to provide a 24x7 access capability for our customers anywhere in the world. They can call a local Datacard toll-free number and be patched through to a customer service representative who could be in London, Minneapolis, or Singapore."

Angus McDougall,
Regional Vice President, Datacard

"An initial "health check" of the call center environment identified optimizations to help team members to be more successful and efficient with workforce resources. Metrics, dashboards, and API integration with other systems allowed TruStone's team to keep a finger on the pulse of communications across the board."

Gary Jeter,
Chief Technology Officer, TruStone Financial Credit Union

"Eliminating the steps our customer service agents have to take to pull up the client's data right away saves us time, and time is money."

Rob Ellinger, President, Ellinger Riggs Insurance

Mitel®

CX you can be proud of

Creating a customer-first culture is about more than just client interaction. It's about creating an environment that allows every part of your business to flourish. Because with happy, effective staff using secure, efficient systems, your organization can deliver the enhanced services your customers expect.

It's the reason why so many banks, credit unions, building societies and insurers have already started building better CX with Mitel Financial Services Solutions.

CONNECT WITH MITEL

Ready to find out more? See how Mitel can help transform CX in your business.

LEARN MORE

Mitel®
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