



CHESAPEAKE TELEPHONE SYSTEMS

customer experience

NATIONAL ASSOCIATION OF STUDENT FINANCIAL AID ADMINISTRATORS

“Chesapeake continues to impress... They put together the best solution to address our needs, and their service team is simply the best...”

Michael Jones

Director of Computer Services
NASFAA

AT-A-Glance

Customer

- Association
- Washington, DC

Solutions

- Mitel 3300 IP phone system
- Mitel 5340 IP phones
- Mitel Your Assistant
- Mitel Teleworker
- 5-year Hardware Warranty
- 1-year Priority One Warranty

Key Benefits

- Local service and support
- More flexible communications
- Improved member response

Paying for college

Since 1966, NASFAA has been helping higher education institutions manage their financial aid programs. Each year, NASFAA members arrange financial support for more than 8 million students at over 3,000 colleges. Running out of office space at its DC headquarters, and with call volume continuing to soar, the firm asked outside technology experts to come in and lend a hand.

Head of the class

When the association decided to move to a bigger headquarters, they opted to also replace an aging phone system. Following a careful evaluation of several vendors, NASFAA confirmed that its long-time technology partner Chesapeake was still at the head of the class, offering the best product portfolio and service team in the region.

Doing their homework

After reviewing the association’s communications needs, Chesapeake’s experienced team designed and installed a Mitel 3300 IP phone system with 45 phones and integrated ‘Your Assistant’ and ‘Teleworker’ modules. A PRI from PAETEC was installed to connect the 3300 phone system with the public network.

Powerful technology

New IP-based tools have enabled busy NASFAA staff to be even more responsive to members. The ‘Your Assistant’ application supports advanced features like drag-and-drop call handling, multiple call-forward profiles, instant messaging, presence, and call recording. Mitel 5340 desktop phones come with a large backlit graphics display. Self-labeling keys offer 48 one-touch button access to features and applications that each user may customize. Staff members working off-site don’t skip a beat – the Mitel Teleworker package supports remote access to the headquarters phone system over any broadband connection.

Serving members and students

Supported by Chesapeake’s extended hardware warranty and Priority One service, NASFAA has gained numerous advantages from its IP phone system, and can add advanced capabilities as new needs emerge. With the flexibility to keep operations running efficiently long into the future, the association is better positioned to support its members in serving college students who need financial aid and advice.

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