



## CUSTOMER EXPERIENCE

### National Association of Student Financial Aid Administrators

#### Paying for college

Since 1966, NASFAA has been helping institutions in Higher Education manage their financial aid programs. Each year, its members arrange financial support for more than 9 million students at over 3,000 colleges. With call volume soaring, the association asked the technology experts from CTS to come in and lend a hand.

#### Head of the class

After deciding to expand and upgrade their system in their headquarters, NASFAA opted to explore onsite and cloud solutions. Following a careful review of their options, NASFAA had their long-time technology partner CTS—still at the head of the class—design a cloud solution that would enable easy provisioning and offer maximum deployment flexibility.

#### Doing their homework

After evaluating the association's communications needs, Chesapeake's experienced team designed and deployed a Mitel MiCloud phone system with 50 phones. Powerful features and mobility tools enable NASFAA staff to work seamlessly among customizable Mitel 5340 desktop devices in the office and smart phones on the go. Providing end-to-end support, CTS arranged broadband services to connect NASFAA to Mitel's hosted platform and tested the Voice-enabled IP infrastructure to ensure crystal-clear call quality.

#### Powerful technology

The new cloud-based tools have enabled busy NASFAA staff to be even more responsive to members. The dynamic association isn't locked into onsite infrastructure and an online portal has reduced management complexity. MiCloud is designed to keep it simple and scale as needed. NASFAA gets everything they need today—and everything they'll need tomorrow—in a low-cost, high-flexibility service.

#### Serving members and students

As a Managed Service, MiCloud includes free upgrades, worry-free 24x7 support, and advanced capabilities. With the flexibility to keep operations running efficiently long into the future, the association is well positioned to support its members in serving college students who need financial aid and advice.



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

**Mindy Eline, VP  
NASFAA**

#### Customer Highlights

- Association
- Washington, DC

#### Solution Overview

- Mitel MiCloud Service
- 50 Mitel 5340 IP phones Mitel
- Smart phone integration
- Millennial-focused
- Ease of adoption
- Built-in platform redundancy
- Online, centralized management

#### Key Advantages

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

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