

Kitsap Credit Union Success Story

TRANSITIONING 17 BRANCHES FROM LEGACY PHONE SYSTEMS TO THE CLOUD



G12
communications





OVERVIEW

Being a successful credit union in a constantly shifting and growing industry is no easy task, especially with the rapid digital transformations occurring all throughout traditional finance, banking, and financial services.

With more consumers wanting to save their money as they work towards their long-term economic goals, credit unions have seen their busiest days ever. And while an increase in business during the pandemic is great, the uncertainty of remote communications has become a growing concern for both consumers and employees.

There's a consistency within credit unions to stay with old legacy tech. But with the increased need for easier communication, the shift needs to move towards the cloud.

Connecting companies with cost-effective cloud solutions for nearly a decade, G12 consistently provides cloud communications solutions and unmatched support to help companies stay ahead of today's digital world.

See how Kitsap Credit Union (KCU) partnered with G12 Communications to successfully transition from an old legacy phone system to softphones, Microsoft Teams, and the cloud.



ABOUT KITSAP CREDIT UNION

Founded in 1934 in the Pacific Northwest, Kitsap Credit Union has grown to a nationally recognized credit union with 17 branches and over 300 employees.

KCU is a not-for-profit, member-owned financial cooperative whose main focus is on helping others. They are proud to be the recipient of the Economic Development Champion Industry Award on March 25, 2020 for originating more than 100 loans to support various companies within Kitsap County.

Unlike a bank, each decision Kitsap makes is for their members. They continually strive to make their services go above and beyond with a strong commitment to serving the community.

QUICK FACTS



Started off as Navy Yard Metal Trades Credit Union



Free financial education courses for youth and adults



Easy access with online and mobile banking



THE PROBLEM

The legacy solution that KCU had been using for 15 years was being discontinued. This meant it would no longer receive updates or any form of support.

As time went on, KCU found themselves struggling to keep the solution afloat.

“It was a band aid solution held together by chewing gum,” said Timothy Jones, IT Manager at KCU. “We were constantly buying parts and pieces off the grey market that were quickly becoming obsolete.”

This left them with two options: buy third-party phones or go full cloud.

Initially, branch managers were hesitant about switching to a full cloud solution. They were biased towards the idea that a headset wasn't as effective productivity wise as a handset was. But KCU wanted to opt-out from third-party phones to make better use of the internet service.



THE SOLUTION

To keep their employees and customers happy, KCU wanted a solution that combined human experience with flawless technology.

They wanted a solution that would seamlessly integrate with other applications they relied on. Something to connect all their digital needs, yet still have non-digitized communication. A solution that offers high quality, unparalleled service.

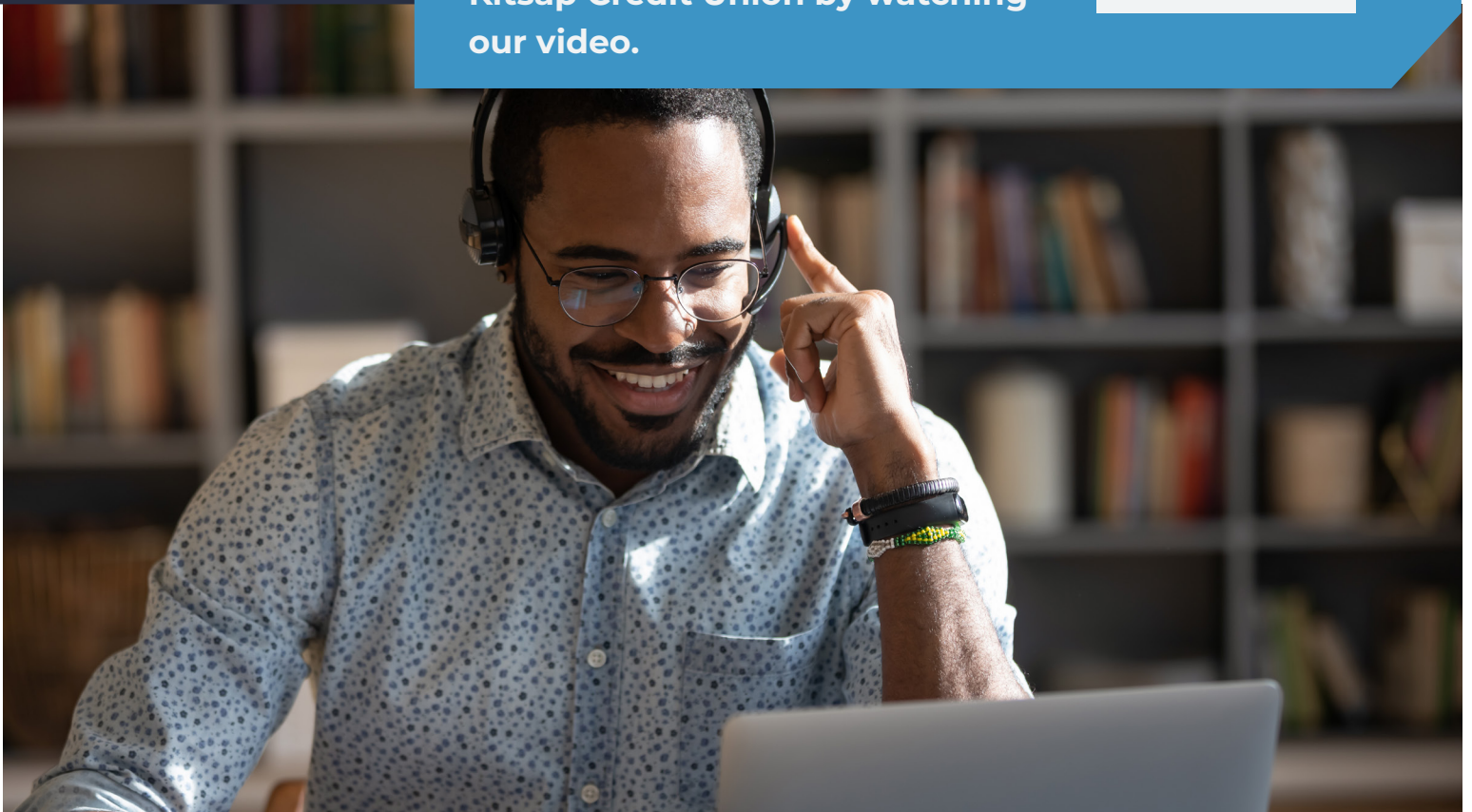
Switching to G12's Cloud PBX services was the obvious choice. Their voice and connectivity solutions are powerful, intuitive, and "just work." They offer 24/7 top-notch customer support, and they didn't disappoint.

"It just works. We thought we came in with a complex system. G12 was able to parse out what we do and how we do it. Since going to G12, it's been flawless. They've been up 24/7, customer support is on top of everything. It feels like we are G12's only customer."

Timothy Jones, IT Manager
Kitsap Credit Union

**See how G12's solution helped
Kitsap Credit Union by watching
our video.**

WATCH NOW





THE OUTCOME

KCU has developed a reliable partnership with G12 Communications. The transition was so seamless, managers were no longer concerned about the switch to full cloud. They now fully embrace everything the Microsoft Teams ecosystem has to offer.

The ongoing changeover process has seen 30% of their employees transition to Microsoft Teams for their work, with 70% using the G12 Enterprise Softphone solution. The amount of system support has significantly decreased, freeing up more time to improve other business solutions.

Most importantly, KCU knows it has a trusted partner in G12 that can support all of their cloud communication needs. The company is even exploring the possibility of deploying a CCaaS solution with G12.

“It’s been fabulous. Having one interface to chat, talk, and connect has been great. I can do everything from one interface, it’s all supported by G12—and it’s significantly less expensive than any of the other solutions we looked at.”

Timothy Jones, IT Manager
Kitsap Credit Union





MODERNIZE YOUR CLOUD COMMUNICATION WITH AN AFFORDABLE SOLUTION

Do you constantly need support for your legacy phone system? G12 can seamlessly transition your company to the cloud, offering unmatched support and 24/7 service. Get in touch today to learn more.

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