

eCAS Call Accounting Case Study

Credit union utilizes eCAS software to improve productivity

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ESL Federal Credit Union

ESL Federal Credit Union provides financial services for the greater Rochester, N.Y., area, as well as for ESL members throughout the United States and overseas.

With 20 branch locations in the Rochester area, ESL Telecommunications Analyst Rick Marlowe is responsible for managing telecom network activity for over 400 employees.

Spending much of his day traveling between locations, a major challenge for Marlowe is responding to and analyzing “on demand” requests for telecom usage reports and call detail information. In the past, in order to run reports, Marlowe used to batch requests at his PC and walk to the server room to run reports and change employee and site data—a difficult task, especially if he was at an alternate location when the request came in. Finally, he decided it was time to find a convenient way to access employee call records and information upon request while at any ESL location.

Marlowe decided that Veramark’s eCAS Web-based call accounting system offered the best solution for tracking telecom network activity for ESL. Accessible from any networked PC, eCAS provides user-definable reports instantly. “With the eCAS software I can immediately respond to ‘panic’ requests for call detail information from supervisors and department managers using either e-mail or HTML reports,” said Marlowe.

The eCAS report definition is simplified using standard report templates. Marlowe is able to define the data required in each report and the order in which the report appears. In addition, Marlowe can schedule standard reports with EZ-Burst® reporting, a tool that automatically “bursts” reports in electronic format to the appropriate manager or

supervisor on a scheduled basis while retaining security. The EZ-Burst feature helps Marlowe improve his productivity, allowing him to focus on day-to-day operations.

Marlowe says the convenience and ease of use of eCAS was the selling point for him. He is now able to perform tasks from any location. “Before I had to physically go to the location of the CAS server to run reports or change data. Now, I save time by working from my desk. The convenience of eCAS allows me to function more efficiently and expedite requests for call information.”

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