



FAST FACTS

Company

Credit Union of Denver is one of the largest full-service financial institutions in the state of Colorado with more than 40,000 members

Industry

Financial

Geography

US

Challenges

- Comply with federal regulations that govern financial institutions
- Monitor member disputes, address fraud and illegal activities
- Track call recordings for quality assurance and training purposes
- Create a variety of reports for the management team to effectively execute plans for expansion and growth

Solution

- SonicViewTM Trunk-Side Call Recording

Results

- SonicView's feature-rich software allows the Credit Union of Denver to record all inbound and outbound calls
- The Company has used SonicView call recordings to aid law enforcement officials at stopping fraudulent activities
- Management extracts meaningful data from SonicView to share with its agents so that they can improve cross-sell opportunities and handle member disputes

CREDIT UNION OF DENVER

COMPANY

Credit Union of Denver has been building lifetime relationships since 1931 when a group of eight individuals from the National Federation of Federal Employees submitted a Certificate of Organization to the state requesting the formation of the Denver Credit Union. Throughout the years many things have changed – they have grown in size to over 40,000 members, expanded their membership eligibility and have offered extended services. But the one thing that hasn't changed is how much they value their customers - their member owners.

Credit unions are unique financial businesses because profits are returned to the members they serve. That's the reason Credit Union of Denver is able to offer more competitive rates on savings and loans, and charge lower fees.

Credit Union of Denver understands that everyone has different goals and needs, and pledges to be there with their customers throughout their life stages to help them find financial solutions that fit their personal journey. Their customers are, after all, part of their family and their entire staff is committed to delivering exceptional personal service. Customers witness that dedication in the way they help them achieve their goals. Membership at Credit Union of Denver helps customers get more out of life with their great benefits and services to ensure they will experience an advantage when saving, investing and borrowing.

CHALLENGES

With strict industry regulations and more than 110 employees, the Credit Union of Denver needed a robust call recording and reporting system to manage all of its inbound and outbound calls for three locations. In addition, management wanted to efficiently monitor and track calls for dispute resolution and quality assurance purposes. Credit Union of Denver's business strategy and ability to gain market share largely depended on the number of calls that were made and how efficiently those calls were handled.

"We are under constant scrutiny by federal and state regulators," Benjamin Shumaker, Vice President of Information Technology and Security, said, "And depending on the way we offer certain services we may be required to implement advanced technologies to meet regulatory requirements. We knew we needed to find a solid call recording and reporting system that would help us ensure future regulatory compliance while gaining insight into our marketplace."

TRIVIUM SYSTEMS, INC. CASE STUDY

Credit Union of Denver

“We are very pleased with SonicView’s level of performance and its capabilities. Also, it’s highly critical that any software system we put in place help us adhere to federal guidelines that have been established for our tightly regulated industry.”

Benjamin Shumaker, Vice President of Information Technology and Security for the Credit Union of Denver



SONICVIEW™ CALL RECORDING

After researching a number of call recording applications, Benjamin chose SonicView call recording for its feature-rich design.

“We were seriously limited in our functionality with the old system we had in place. We looked to SonicView because it has the features we need and is easy to understand,” said Benjamin.

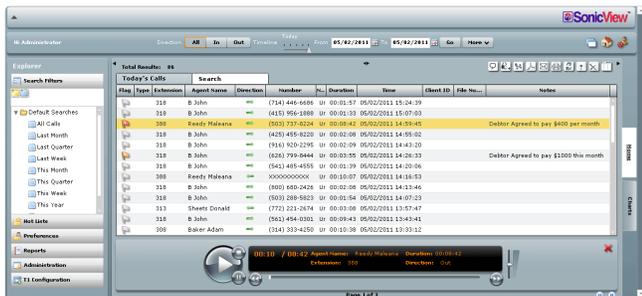
“Simply put, we need our call recording software to be easy to learn and to perform to our high standards and requirements.”

BENEFITS

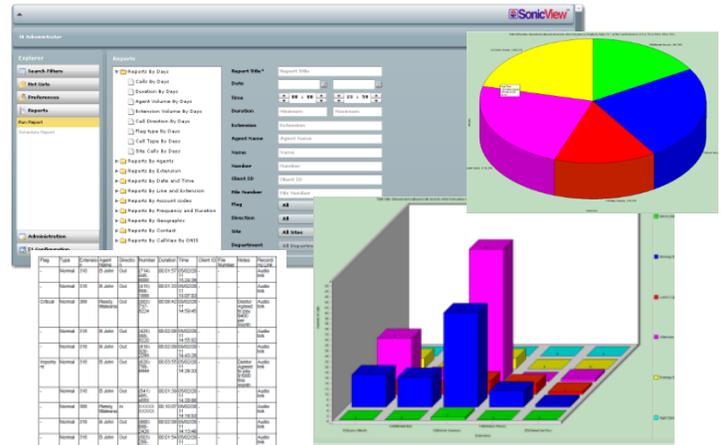
SonicView delivers detailed information for all of Credit Union of Denver’s inbound and outbound calls, including:

- Call duration
- Extension used
- Accounts codes
- Date and time of call
- Whether the call was inbound or outbound

The Company has since used SonicView call recordings several times to aid law enforcement officials in gathering details that involved fraudulent and illegal activities. They have also seen a marked increase in customer satisfaction levels and are confident that all of their call recordings are secure, tamper-proof and in compliance with federal regulations.



SonicView’s intuitive design makes it easy to record, play back and share recordings with other members of the organization



SonicView provides a wide variety of reports, including PDFs and graphs

ABOUT TRIVIUM SYSTEMS, INC.

TriVium Systems has been a leader in designing, building and deploying world-class, award-winning call recording and call reporting solutions since 1995. The Company’s core products include SonicView™ call recording platform, CallAnalyst™ call reporting & call accounting and E9-1-1 Emergency Security Notification™ (ESN™).

TriVium System solutions for voice recording, quality monitoring, call accounting and call reporting are used by large enterprises, as well as small and medium businesses across the North American market. Customers span various industries including, but not limited to: call centers, collection agencies and law firms, financial institutions, insurance, healthcare, educational institutions, government, assisted living and retirement homes, hospitality, real estate and much more. Most of these solutions are phone system agnostic – they work with IP, digital and hybrid phone systems - and can be deployed on single or large multi-location environments.