


# on demand

## Family First Credit Union

### Challenge



In order to meet the needs of their customers under their newly expanded charter, Family First Credit Union (FFCU) is building a new branch office and renovating their main office. FFCU's design/build firm, The Redmond Company, asked SSI to submit a bid for the telecommunications cabling needs both locations. During a sales call, FFCU was made aware that SSI also supports telephone systems, including the model that is currently installed at the main office. FFCU then asked SSI to supply a competitive telephone system bid for the new branch office. While the telecommunications cabling bid was still being evaluated, FFCU requested that SSI come out and repair an ongoing problem with their current telephone system in the main office. Another vendor had told FFCU that this problem with their telephone system was not repairable.

### Solution

SSI supplied two proposals. The first proposal was for FFCU's telecommunications cabling needs. The second proposal was submitted against a competitive proposal for a telephone system for the new branch office. SSI's proposal, for an identical phone system and set up, turned out to be significantly lower. These combined proposals allow FFCU the advantage of having one provider for phones and cabling at both offices. Not only will this be more convenient, but it also creates a more efficient and effective technology environment. In addition to the two proposals, SSI repaired FFCU's "un-fixable" telephone system problem at the main office. This was handled with minor programming during a two-hour service call, saving them the expense of a new and unneeded telephone system.

### Results

According to Andy Young, Project Manager from Redmond, "You (SSI) had the most complete cabling response and the price was very competitive, but you should know that the service work (phone system repair) that you did for the customer (FFCU) sealed the deal on the cabling bid!" Sally Kohloff, CEO, Family First Credit Union said, "If they provide that type of service response and attention to details... that is who we want to do the install!"

