



ET&T
Eastern Telephone
& Telecommunications

CUSTOMER EXPERIENCE

Suburban Transit

800.733.8229 | ET-T.com

"With the new Mitel system, incoming call management has been greatly improved, especially reservation calls."

– Patricia Moir,
Executive Director
Suburban Transit



CUSTOMER

- Transportation
- Based in Blue Bell, PA
- 16 locations

SOLUTIONS

- Mitel 5000 Phone System
- Business Dashboard
- Contact Center
- T1/PRI

KEY BENEFITS

- Improved customer response
- Increased call capacity
- Real time call reporting
- Cost savings on dial tone
- Outstanding technical support

ET&T, INC.

2360 Avenue A
Bethlehem, PA 18017

BRANCH LOCATIONS:

Philadelphia
Harrisburg
Wilkes-Barre
Scranton

Driving more business

Based in Blue Bell, PA, Suburban Transit Network, Inc. (TransNet) provides senior citizens, low income and disabled people with convenient shuttle service to schools, medical offices, shopping, and more. To keep up with the growing demand for its services, TransNet realized it needed a new telecommunication platform. The call went out to ET&T.

Tuning up operations

After analyzing TransNet's business operations and communications needs, ET&T recommended a Mitel 5000 phone system equipped with a contact center module and management reporting. To help TransNet handle more calls, ET&T also recommended a T1/PRI.

Dashboard indicators

The Mitel 5000 phone system and call center module provide the reliability, advanced features, and growth potential TransNet needs for service expansion. Management reporting software – Mitel's Business Dashboard – displays a real-time and historical view of what's happening on the Mitel system. This enables TransNet to know how many calls are coming in and how quickly they are being answered. TransNet can also determine if its T1/PRI is being fully utilized and if its business hours are appropriate for when customers are actually calling.

In the fast lane

TransNet appreciates the phone system's many new capabilities. And by adding a T1/PRI, TransNet not only has achieved a 25% savings on dial tone, it has increased call capacity from 8 lines to 23 lines. The company places a high value on ET&T's 24x7x365 support – especially after needing an ET&T technician on-site during a holiday to resolve an issue. With ET&T as its technology partner, TransNet is better positioned than ever for business in the fast lane.