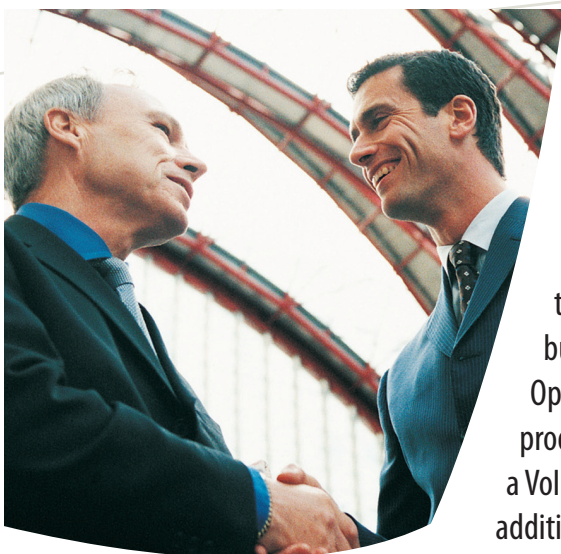


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SRMS

network technologies

DELIVERING TODAY'S BUSINESS SOLUTIONS



SRMS Partners with Open Solutions

SRMS Network Technologies is pleased to announce their partnership with Open Solutions, a Connecticut based company experienced in delivering a strategic platform of business solutions structured around the functional processes of financial institutions. Open Solutions is dedicated to providing their clients with state of the art industry specific products and services which is why their partnership with SRMS will allow them to offer a VoIP solution that can be integrated with an institution's core business systems. With the addition of the SRMS VoIP solution comes the advantage of being able to enhance the level of service financial institutions bring to their customers as well as the ability to integrate business continuity and unify branch operations while reducing operating costs.

The SRMS VoIP solution is a powerful, easy to use system which delivers all of the features a financial institution would need with the flexibility to add more capabilities as the institution takes on additional operations. Open Solution's clients include some of the largest financial institutions in the world and with the addition of the SRMS VoIP solution these companies will be able to operate more efficiently than ever. SRMS looks forward to working diligently with Open Solutions to provide financial institutions with the most effective and advanced technologies available.



SRMS Moves To A More Spacious Facility

Due to our recent increasing workload, SRMS has moved to a new facility which provides us with the needed resources to continue providing exceptional service and customer satisfaction to both new and existing clients alike. We are pleased to report that this transition went smoothly and caused no inconvenience to any clients or employees. The move caused no downtime to any services provided. We look forward to the start of our specialized training which we are now able to offer as a result of the move. Information regarding these training classes will be available in the near future.

From *the* President

Welcome to the first edition of the SRMS Network Technologies Newsletter. The goal of this newsletter will be to keep customers and staff updated on the latest technologies and services SRMS Network Technologies provides. As well, we will be adding tech tips for the use of the technologies or services you may already have as well as other useful information. I would like to direct your attention to the company website, www.srmstechnologies.com, which is refreshed and kept up to date to help existing as well as potential clients get the information they need at anytime. I would like to announce our recent move into new office space in King of Prussia, PA and thank everyone involved. Although our address did not change our new location within the building and our double square footage is a welcome relief to everyone in that

office.

I am also proud to announce our new partnership with Open Solutions. With this new alignment the future is looking very good for SRMS Network Technologies and I am proud to be a part of this new partnership and I look forward to the upcoming months.

As always my door is always open and my cell phone always on. I look forward to serving each and every client like they are my only one and I welcome any feedback or communication you may want to provide. Thank you and enjoy the newsletter.

BOC and DCC Add LogMeIn

Two of our clients Bridgeton Onized FCU and Downriver Community FCU, have recently added LogMeIn a groundbreaking new service that allows both PC's and Servers, connected through the internet, to be controlled remotely from anywhere in the world. LogMeIn enables a viewer to manage report logs for every user on the system and offers a screen recording option. LogMeIn is supported by any version of Windows and can be installed within a matter of minutes. For more information or for a quote of the LogMeIn service please contact Rob Lucci at RobL@SRMSTechnologies.com

Meet Our Clients: *Sun East* Federal Credit Union



Sun East Federal Credit Union, an SRMS Client since 2003, is based in Aston Pennsylvania, and serves the financial needs of more than 41,000 members and over 650 sponsor groups. SRMS provides Sun East with networking and PC support as well as intrusion monitoring and Homebanking services.

Terry Taggart, Director of Information Services at Sun East, stated that SRMS has exceeded her expectations by going over and above to maintain their availability and solve any issues in a quick and efficient manner. SRMS looks forward to continuing their relationship with Sun East Federal Credit by providing exceptional customer service at all times.

Martha's Vineyard *conversion*

On November 1, 2007, the banking operations of Dukes County Savings Bank and The Martha's Vineyard Co-operative Bank combined to become the Martha's Vineyard Savings Bank, an independent mutual savings bank headquartered in Edgartown, Massachusetts.

With this merger complete, Martha's Vineyard knew that they needed to upgrade their infrastructure to provide superior support to their growing customer base. SRMS worked with Martha's Vineyard Savings Bank to provide the best software solution available. This solution connected the newly merged offices together on their existing data network and the SRMS VoIP Solution. SRMS was also able to integrate the solution into the existing Call Center environment at the bank. This provided a much cleaner and easier data/telephony interaction for the customer.

When customers call into the bank, SRMS enabled the system to capture the customers ID number when it is entered. The system takes the customer number and programs it into the core system. In doing this, the system can then provide a PC screen pop for the customer service representative. This screen pop auto-

matically displays all of the customers banking information so the representative can service the account quickly and efficiently. If the representative should have to transfer the call to another department, the SRMS solution is programmed to have all of the data follow the call. This enables the representative receiving the transfer, at any location, to receive the customer information directly to their PC screen for easy identification and support.

Martha's Vineyard Savings Bank is represented by nine locations. Eight of these branches are located on the island itself with one branch on the mainland. The SRMS solution was able to unify all of these branches as one with the main office. An additional location was also set up as a complete Disaster Recovery location. Should a disaster leave the main office unable to operate, the other 8 branches would remain fully operational and the bank would be able to continue to assist their customers as usual. The bank was also set up with remote access to the servers as well as remote Call Center ability. Should someone be travelling or unable to make it to the office, they would still be able to log into the phone

system and take calls as if they were sitting at the bank.

It is these applications as well as the new technologies being developed each day that put the SRMS Solution above the competition. SRMS has implemented these solutions in Credit Unions across the country, for many years. We continue to maintain and support countless systems as well as introduce new information to our existing customers. Martha's Vineyard Savings Bank was our first experience with the Banking industry. Because of the success of the application and the support of our newly satisfied customers, we know it is only the beginning of our banking relationships.





Tech talk

This section of the newsletter will be dedicated to answering some of the more prevalent technical questions we receive via our SRMS Trouble Ticket system.

The Trouble Ticket system can be accessed via our website at SRMSTechnologies.com, and is the best way to assure your issue is addressed with the attention it deserves.

Q:

"Hey guys! How do we get our own custom Music On Hold to play for our customers (or members)?"



A:

Well, the first thing is to decide whether you would like have you customers/members listen to a professional recording, or a message you have recorded yourself. In either case, there are specific format guidelines that are required for the recording to play properly which can be found in the *procedure below. If you decide on a professional recording, we can certainly recommend a professional recording studio to suit your needs.

Configuring Music On Hold and Recorded Announcements

Callers will hear the music or recorded announcement configured on this tab only if the user places the caller on hold.

To configure music on hold to play a file

1. Go to System Configuration in MaxAdministrator and open the Audio Periferal tab. Check Enable Callers on Hold or in Queue to Listen to Music or Recorded Announcement.

2. Use the drop-down list to select the logical board ID of the VoIP board. The system will play the default music-on-hold file when the user places the caller on hold.

*The default music-on-hold file is a .wav file called "MusicOnWaiting.wav". The file is located in the C:\PostOffice\phrases\Music folder. You can replace the file with a .wav file (or an AltiGen PCM file). The .wav file must be in 8 kHz/ 8 bit/ Mono/ u-Law format. Any optional music-on-hold files included with MAXCS are in that format. You can convert your own .wav files to this format using Microsoft Windows Sound Recorder.

Note: You may need to reduce the music volume level 70-80% to avoid distortion.

To replace the default music-on-hold file

1. Back up the default file.
2. On the Audio Peripheral tab, uncheck the Enable Callers on Hold or in Queue to Listen to Music or Recorded Announcement check box.
3. Rename the desired .wav file to "MusicOnWaiting.wav" and put it in the C:\PostOffice\phrases\Music folder.
4. On the Audio Peripheral tab, check the Enable Callers on Hold or in Queue to Listen to Music or Recorded Announcement check box.

Note: If you have two files named MusicOnWaiting in the MusicOnWaiting folder, one a .wav file and one a PCM file, the .wav file takes precedence.

To configure music on hold when using audio equipment

1. Check Enable Callers on Hold or in Queue to Listen to Music or Recorded Announcement.
2. Select the Triton Analog Station board number to which the audio equipment is attached.

If you have any questions, comments or concerns or would like more information about SRMS Network Technologies please feel free to contact Angela Cristello at Angela.Cristello@SRMSTechnologies.com