



## CASE STUDY

# VyStar Credit Union Enhances Avaya Support with C1



VyStar Credit Union is a trusted member-owned, financial institution headquartered in Jacksonville, Florida. Founded in 1952 to serve military members and their families, VyStar has grown to become one of the largest credit unions in the US, proudly serving over 1,000,000 members across Florida and Georgia. Guided by its purpose to Do Good and Bank Better, VyStar offers a full range of financial products and services designed to help members reach their goals. From financial fitness initiatives to community impact, VyStar is committed to improving the lives of its members and the communities it serves every day.



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**Heather Gayle** | *IT Voice Technology Services Manager, VyStar Credit Union*

## The challenge: Expanded technical capacity to support continued growth

While VyStar Credit Union expanded its membership and service offerings, the organization remained focused on delivering reliable, high quality member experiences through its technology infrastructure. The IT Voice Technology Services team oversaw the complex Avaya Unified Communications environment, balancing day-to-day operations with ongoing innovation to support VyStar's growing digital ecosystem.

Recognizing that the rapid evolution of communication technology required additional depth and flexibility, VyStar proactively sought a trusted enterprise partner to complement its internal expertise. The goal was to strengthen system performance, accelerate project timelines and ensure uninterrupted support for members and employees alike.

"As a results-oriented team, we are always looking for opportunities to elevate the member experience," said Heather Gayle, IT Voice Technology Services Manager at VyStar. "By partnering with experts who share our commitment to excellence, we're able to continue providing seamless and dependable service."

## The solution: Seamless Integration and Expert Support

C1 stepped in as a natural extension of VyStar's Avaya team, providing the next level of support needed to enhance their Unified Communications and Contact Center environment. By working in close alignment with VyStar's existing team, C1 helped expand operational capacity and accelerate outcomes through targeted expertise and shared goals.



"The support we receive from C1 truly complements our internal strengths," Gayle noted. "Their knowledge and dedication feel like a natural extension of our team, helping us manage our Avaya environment with greater efficiency."

C1's approach involved a thorough assessment of VyStar's current infrastructure and identifying areas where their expertise could make the most impact. They operated with an efficient team to ensure they had the appropriate response for more complex issues, ensuring that VyStar's team could both focus on their core responsibilities and provide best in class service. Additionally, C1 offered training and knowledge transfer sessions to further enrich VyStar's engineers' expertise, fostering continued innovation and equipping the team to navigate future challenges with greater autonomy and expertise.

"Every interaction with C1 has been a positive experience," Gayle said. "Their commitment to our success is evident in every project we undertake together."

## **The result: Enhanced Performance and Efficiency Through Partnership**

"The collaboration with C1 has elevated our team's capabilities," Gayle remarked. "Together, we bring the expertise and resources needed to tackle even the most complex Avaya-related challenges."

Enhanced support has led to improvements in system performance, faster issue resolution, and reduced downtime. With the knowledge transfer from C1, the team is better positioned to independently support on-going initiatives and maintain consistent delivery against project deadlines.

"C1 has been a valuable partner in advancing our operations," Gayle said. "Their proactive mindset and deep understanding of our goals and requirements have helped accelerate progress and amplify our success."

## **Empower Your Communications**

See how expert partnership can elevate your Avaya environment and deliver better member experiences.

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