



# TCS Associates Newsletter

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*"NTS has been a great benefit to Merrill Lynch as it has helped to improve the service requirement of its Deaf and Hard of Hearing clients."*

*-Chris Sullivan*

## Noteworthy News:

- NTS 5.0 release
- Merrill Lynch enjoys NTS



## New Year . . . New Upgrades

NXi Communications' NTS system can provide many benefits to your organization. They will be upgrading this first quarter of 2004 from NTS 4.0 to NTS 5.0.

### NTS provides communication accessibility for the Deaf

- Comply with federal laws, including Section 508, Section 255, and the ADA.
- Simply and inexpensively make every networked computer accessible to the Deaf and Hard of Hearing
- Provide automated services for Deaf callers equivalent to the "IVR" systems used by the hearing

### Call Center Accessibility

- The optional NTS "Call Center Option" can integrate with an ACD for seamless call handling of TTY and browser calls in a call center environment

### New Features with NTS 5.0!

- Voice Support (Voice Calls)
- Video Conferencing (Create 2, 3, or 4 person video conference calls)
- Multi-Media Conference Calls (Support text, voice, and video participants)
- Call Data Reporting (Generate reports showing call history)

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## Merrill Lynch benefits from NTS

Merrill Lynch is one of the world's leading financial management and advisory companies, with offices in 36 countries and private client assets of approximately \$1.1 trillion. As an investment bank, it is a leading global underwriter of debt and equity securities and strategic advisor to corporations, governments, institutions, and individuals worldwide.

Chris Sullivan is the Vice President/Manager of Special Needs Financial Services Group for Merrill Lynch and during a recent interview shared his experiences about implementing the NTS system two and a half years ago. "Prior to the installation of NTS, we had five separate TTY phone lines for our Deaf and Hard of Hearing clients. This was extremely inefficient because we had to advertise for all five lines to the different departments. Therefore it was difficult for clients who had to communicate with multiple departments on the same call. The quality of service with the TTYs was not that great, so I decided to consolidate all the separate phone lines into the NTS system," stated Chris.



## *Did you know TCS Offers...*

Assistive Technology

IT Consulting

Computer Training

Systems Development

Systems Integration

508 Compliance

Network Solutions

## Merrill Lynch continued

NTS has been a great benefit to Merrill Lynch as it has helped to improve the service requirement of its Deaf and Hard of Hearing clients. It now allows them to access any of the five departments from one main number.

There are many individuals who interact with the NTS system on a daily basis. Many of the employees within the five departments receive calls using the NTS system from about 4,000 of their Deaf clients nationwide.

NTS has given Mr. Sullivan the satisfaction of using high-end technology and modernizing Merrill Lynch's former TTY communication accessibility. This is the most advanced system that exists from a TTY perspective. NTS has given Merrill Lynch's Deaf clients full communication accessibility. Chris loves what NTS has done for Merrill Lynch and happily recommends it for other companies.

Chris is satisfied with several features of the NTS system that make life easier. He likes the ability for Deaf callers to choose the department they want to communicate with from the option menu. The menu is similar to the multi-option menu for hearing people, NTS gives Deaf clients the same access. More importantly, NTS was able to consolidate all five departments phone numbers into one dedicated TTY number. Additionally, when he places an advertisement in "The Blue Book" a phone book for Deaf and Hard of Hearing individuals, he used to have to place all five different department numbers in the ad, now thanks to NTS he can just place one number in the advertisement and it limits confusion considerably.

Like most government agencies, private companies such as Merrill Lynch were concerned about security risks before implementing NTS into their work environment. They had a nine-month long legal and security testing of the NTS system before it was approved and installed. Security was of high concern for Merrill Lynch because of the protection of client's personal information. Chris said, "We had to go through a number of levels before getting final approval. We had a rigorous legal review before the NTS system was installed because of the heightened level of security concerns about hackers and viruses."

For more information on this topic, please download the NTS security white paper at [www.TCSassociates.com/downloads](http://www.TCSassociates.com/downloads).

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