



## Message Vault: Making Voicemail Records an Easily Manageable Business Asset

Customer Case Study

**Website:** [www.schurz.com](http://www.schurz.com)  
**Size:** 850 employees  
**Location:** Mishawaka, IN, USA  
**Industry:** Media

### Customer Profile:

Schurz Communications owns/operates a nationwide network of radio, television, cable television, newspaper publishing and digital media outlets.

### Business need:

- Flexible voicemail archiving.
- Ability to quickly find specific voicemail messages.
- Ability to share voicemails quickly & easily with audit trails.

### Solution deployed:

- Message Vault 3.2.3
- Donoma Maintenance & Support



[www.donomasoftware.com](http://www.donomasoftware.com)



© Copyright 2016 Donoma Software

***“Message Vault makes it so easy to find and recall any archived voicemail. It’s a real safety net for us.”***

*Benjamin Vance, Voice Engineer, Schurz Communications*

### Situation

Schurz Communications owns a diverse network of news, media and digital information outlets. As a media business, they rely on the ability to efficiently share information both inside their organization and to their customers.

To support their communication needs, Schurz invested in an IP-based Cisco phone system. This solution provides new features, easier management and access to specialized applications.

Schurz relied on Advanced Logic Industries (ALI) for the design and integration of their Cisco phone system. During the planning process, ALI and Schurz discussed options to better access, share and manage their voicemail records.

There were several known business cases within Schurz to retain and manage voicemail records. Some records needed to be maintained for the Legal department, others shared with HR or managers for issue documentation and resolution. In some more serious situations, messages need to be easily shared with outside parties, including law enforcement.

### Solution

Working with Donoma, the team at Advanced Logic implemented Message Vault at Schurz in just a few days.

Now messages can be found in the archive within seconds. All activity is tracked via an audit trail. Schurz can review, share and even restore messages back to an employee's phone. If portions of a message that will be shared are subject to privacy laws, they can even redact messages to ensure privacy compliance.

With Message Vault in place, Schurz has a proactive and easy-to-manage voicemail retention solution.