

Achievements:



Credit Union Clients:

- Adventure Credit Union
- Advia Credit Union
- Alpena Alcona Area Credit Union
- Awakon Credit Union
- Bloom Credit Union
- CASE Credit Union
- Christian Financial Credit Union
- ELGA Credit Union
- Firelands Federal Credit Union
- Isabella Community Credit Union
- Kalsee Credit Union
- Kellogg Community Credit Union
- Marshall Community Credit Union
- Members First Credit Union
- Northland Area Federal Credit Union
- Service 1 Federal Credit Union
- Shore to Shore Community Federal Credit Union
- Straits Area Federal Credit Union
- TBA Credit Union
- TruStone Financial Credit Union
- Zeal Credit Union



Company Profile



About BSB Communications, a Division of Parallel Technologies:

BSB Communications, now a division of Parallel Technologies, is a leading provider of tailored communication and technology solutions for Michigan credit unions. With over 40 years of experience, we proudly serve many credit unions across the state, helping them excel in a rapidly evolving financial landscape.

As a Platinum Mitel Partner and a Mitel Financial Partner of the Year, we specialize in deploying advanced Mitel MiVoice Business solutions with contact center, Elevate Cloud, and over-the-top contact center capabilities. Our portfolio covers unified communications, VoIP, networking, biometrics, voice identification, and robust cybersecurity, as well as SOC and penetration testing, plus Mitel Revolution for mass notifications and compliance—to protect and elevate your organization.

With seamless integration of multiple channels—phone, chat, SMS, and more—BSB enables exceptional member experiences and operational efficiency. Our innovative technology and hands-on support make us the trusted choice for advancing communication and security in Michigan's financial sector.



COMMUNICATIONS:

- Phone Solutions
- Cloud/Private Cloud
- UCaaS/Hosted
- Onsite/Unified Communications
- Contact Center
- CCaaS/Omnichannel

Voice & Internet Services:

- SIP Trunking
- PRI
- Dedicated Fiber Internet
- Broadband
- Vendor Management & Support
- Complimentary Audits

Collaboration:

- Video / Audio / Web
- File Sharing
- Chat

Additional Services:

- Mitel Revolution / Mass Notification
- Application & CRM Integrations
- Reporting & Call Recording
- Mobility
- SMS

INFRASTRUCTURE:

- Structured Voice and Data Cabling
- Paging
- Security Cameras
- Emergency Notifications
- Door Boxes

CONSULTING:

- IT Roadmapping
- Cloud Migrations Planning
- CapEx vs. OpEx
- CX
- BPO
- TEM
- Audits
- Technology Assessments & Recommendations
- Cost Savings Analysis
- Network
- Security
- Wireless Networks
- Digital Transformation Strategy

NETWORK:

- WAN & LAN Services
- SASE SD-WAN
- NaaS (Network as a Service)
- Wireless Networks

SECURITY:

- EP
- EDR/MDR
- 24x7 SOC Monitoring Penetration Testing

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