



ALLSTREAM HELPS EDS CANADA LEVERAGE THE POWER OF IP TELEPHONY

SUMMARY

COMPANY

EDS Canada, a subsidiary of Electronic Data Systems Corporation, provides a broad range of information technology and business process solutions.

CHALLENGE

An aging telephony infrastructure was causing system outages, and was very costly to manage and operate.

SOLUTION

To replace its aging infrastructure and position the company to exploit future advances of a converged environment, EDS Canada implemented Allstream's IP Telephony – Converged Communications solution.

OUTCOMES

- Reduced operational costs
- Eliminated exposure to outages
- Increased operational efficiency
- Gained local IP telephony implementation and support expertise

BUSINESS CHALLENGE

As a leading IT services provider, EDS Canada is committed to remaining on the forefront of business innovation. However, its office telephony system was out of date. As a result, the company was having difficulty sourcing spare parts at the time of system outages. Even more notably, the telephony infrastructure was very costly to operate and maintain making it difficult to perform moves, adds and changes leading to resource shortages, high operating costs and reduced operational efficiency.

SOLUTION

In an effort to find the right solution to address its business challenges, EDS Canada turned to its long-standing partner, Allstream. Working together, teams from both companies identified the need to upgrade EDS Canada's telephony system. "We needed a robust, cost effective phone system capable of exploiting advances in voice and data IP convergence," explains Terrance McGrath, Canadian Region Director, Communication Services at EDS Canada. Given its status as a trusted advisor, Allstream was selected to deliver an IP Telephony Solution, which included the provision of full end-user training. As part of the three-year contract, Allstream worked with EDS Canada to build an IP migration strategy and design to configure, implement and integrate an IP telephony solution.

In addition, Allstream conducted a network readiness assessment and upgraded EDS Canada's network infrastructure to support its IP Telephony rollout. IP phones were equipped for 650 EDS Canada WAN (Wide Area Network) users – enabling the company to replace all its traditional voice services and voice mail. EDS Canada's investment in IP Telephony also positions the company to exploit future advances in converged services, such as mobility, call centres, teleworking and collaboration. As an added benefit, this new IP telephony solution aligns with the global EDS telephony standard and strategy enabling future integration worldwide between EDS offices.

"Allstream brought the experience, skills and commitment to successfully implement a complex VoIP phone system. They worked as our partner, not just as a supplier."

Terrance McGrath,
Canadian Region Director,
Communication Services,
EDS Canada Inc.

BUSINESS OUTCOMES

Allstream succeeded in designing both a technical solution to meet the company's needs and a financial solution to suit its budget. EDS Canada professionals gained an effective knowledge transfer enabling them to further enhance their in-house IP telephony expertise. EDS Canada also reduced its operational expenses, lowered its risk of outages and ensured cost-effective infrastructure support and maintenance. Going forward, EDS Canada is also positioned to potentially achieve full mobility, effectively enabling their mobile and remote workers to gain immediate access to the corporate telephone network.

Thanks to this successful implementation and Allstream's expertise, EDS Canada was also very pleased with its ability to quickly and seamlessly transition to a new system. In addition to bringing its telephony system into line with global requirements, EDS Canada has now positioned itself for future collaboration opportunities on a worldwide basis, improving both communication and productivity for years to come.

ABOUT ALLSTREAM

Allstream is a leading communication solutions provider with a world-class portfolio of Connectivity, Managed Services and Professional Services. Allstream collaborates with customers to create tailored solutions that meet their unique needs and help them compete more effectively. Allstream is a division of Manitoba Telecom Services Inc. (MTS), Canada's third largest communications provider with approximately 6,600 dedicated employees focused on delivering outstanding value to its customers.

To learn more about Allstream please visit WWW.ALLSTREAM.COM