



# IP TELEPHONY SYSTEM LETS CITY OF PORT MOODY SAVE \$20,000 PER YEAR – AND WIN AWARD

## SUMMARY

### COMPANY

Port Moody is a vibrant city of 30,000 in British Columbia.

### CHALLENGE

With a discontinued telephone system, the City was experiencing voice mail problems and minimal manufacturer support.

### SOLUTION

Delphi Solutions, (now branded Allstream) helped Port Moody upgrade both its voice and data infrastructure to implement IP telephony.

### OUTCOMES

- Saved \$20,000 per year in maintenance charges
- Simultaneously upgraded its network and phone systems
- Quadrupled its phone system capacity from 220 users to 1,000
- Won team award for Excellent Delivery of Service

## BUSINESS CHALLENGE

With a 15-year-old telephony system, and a 10-year-old network infrastructure, the City of Port Moody was outgrowing its systems. Its phone system was manufacturer discontinued, making it next to impossible to source new parts. Its

voice mail system had failed three times in the previous year. The City was also building a new recreation centre and lacked the capacity to extend its telephony system to meet the needs of new users.

## SOLUTION

At a technical crossroads, the City realized a migration to IP telephony would help future-proof its systems. After considering several solutions, it opted to migrate from its existing Nortel system onto Nortel's IP technology. "This gave us a seamless upgrade, down to identical keystrokes to access voice mail, which vastly reduced our learning curve," says Stephen Smith, IT manager, City of Port Moody.

Delphi Solutions (now branded Allstream). It also appreciated Allstream's knowledge of HP network technology. This was critical because a third-party assessment made it clear the City needed to upgrade its network to support its migration to IP.

Selecting a vendor was equally seamless. The City was impressed with the professionalism and ability to support the Nortel system displayed by

Working with HP, Allstream's technicians helped the City upgrade its data infrastructure. This, in turn, enabled Allstream to transition the City to Nortel's IP telephony solution, scheduling high-impact tasks after hours and on weekends to minimize downtime.

**"Delphi's (now branded Allstream) professional team and excellent project management made our complex, multi-location conversion to IP technology look easy."**

- Stephen Smith,  
IT Manager,  
City of Port Moody

## BUSINESS OUTCOMES

Thanks to this phased approach, Allstream migrated and trained 200 users onto IP telephony, enabling Port Moody to:

- Realize \$20,000 annual savings in maintenance costs
- Simultaneously upgrade its network and phone systems to support future growth
- Quadruple its phone system capacity from a maximum of 220 users to up to 1,000 users
- Replace its failing voice mail system with new digital technology

- Eliminate the need to locate and purchase increasingly costly obsolete parts
- Benefit from new features, such as caller ID, an internal phone directory, voice mail and email consolidation

As an added bonus, the City recognized its IT staff's innovation and creativity in planning, installing, training and supporting this new IP telephony system by providing them with a team award for Excellent Delivery of Service.

## ABOUT ALLSTREAM

Allstream is a leading communication solutions provider with a world-class portfolio of IP Connectivity, Unified Communications, IT Consulting and Security. Focused on the business market, 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), with a team of dedicated employees focused on delivering outstanding value to its customers. MTS has an extensive broadband fibre-optic network spanning more than 24,300 kilometres and provides international connections through strategic partnerships and interconnection agreements with other international service providers. MTS's shares are listed on the Toronto Stock Exchange (trading symbol: MBT).

To learn more about Allstream please visit [WWW.ALLSTREAM.COM](http://WWW.ALLSTREAM.COM)