



TOWNSHIP OF ESQUIMALT IMPROVES PRODUCTIVITY AND LOWERS COSTS WITH ALLSTREAM IP TELEPHONY

SUMMARY

COMPANY

Esquimalt, British Columbia is home to Canada's naval presence on the west coast.

CHALLENGE

With an aging infrastructure, Esquimalt was experiencing line failures, dropped calls and an inability to integrate communications across sites.

SOLUTION

In addition to adopting Allstream's IP telephony solution, Esquimalt ensures peak performance with a telephony maintenance service contract.

OUTCOMES

- Saved \$20,000 in repair costs by migrating to IP telephony
- Inter-connecting sites led to \$5,000 productivity saving/year
- Enhanced emergency response and disaster recovery
- Minimized system downtime with a service contract

BUSINESS CHALLENGE

With a local government of roughly 150 people, the Township of Esquimalt requires seamless communication across the seven sites it serves. Yet, an aging infrastructure prohibited the township from transferring phone calls or voice messages among its sites. This was affecting

both staff productivity and citizen service standards. Relying on a system at the end of its life was also leading to line failures and dropped calls - a situation that threatened public safety in the event of an emergency.

SOLUTION

In search of a solution, Esquimalt considered replacing its system, but found the investment cost-prohibitive. That's when its trusted advisors at Allstream recommended an upgrade to a modular IP telephony solution.

ability were of the utmost importance-not only for day-to-day operation, but also to ensure public safety in the event of an emergency.

In addition to integrating with its legacy system, Esquimalt wanted to link all government sites together so phone calls and voice mail could be answered from any site and forwarded to any site, thereby saving time and improving employee productivity. Reliability and depend-

Built-in teleworking functionality also let the township improve employee productivity by enabling secure remote access to the government's network. At the same time, Esquimalt took advantage of Allstream's telephony maintenance services to reduce operating costs, minimize downtime and ensure continuously high system performance.

"Any problem is no problem for our Allstream representatives. We place a call and they resolve issues - remotely or on site."

- Mike Horner,
Information Technology Coordinator,
Township of Esquimalt

BUSINESS OUTCOMES

Since adopting Allstream's IP telephony solution, the Township of Esquimalt:

- Saved \$20,000 required to add voice mail to its legacy system while still equipping all staff members with voice mail access
- Realized a \$5,000 annual productivity improvement by inter-connecting sites
- Minimized system downtime by migrating to a more dependable system and adopting a maintenance service contract

- Improved employee productivity and secured their business continuity plan by enabling its workers to securely connect to its systems from virtually any location
- Saved taxpayers' money while gaining the functionality required to improve citizen service
- Ensured optimal system performance with a maintenance service contract that guarantees round-the-clock access to Allstream's trained technicians

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
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