

CASE STUDY: An Ontario Municipality

A Central Ontario municipality, which exhibits both rural and urban development, along with modern and historic characteristics, is home to tens of thousands of residents and covers a geographical area of a couple hundred kilometers squared.

The local government provides a wide range of amenities, organizes recreational activities and events, endorses and perpetuates tourism, oversees business and development, and offers public consultation. Following the lead of the council, and in accordance with their available assets and infrastructure, the municipality employs a team of individuals in a variety of positions with the goal of providing these services.



The Challenge

The desire to enable employees to work remotely, from any location, found their existing workplace communication to be incompetent. Their legacy phone system, and overall network infrastructure restricted employees to work from a single confined space where the physical office devices resided. This Ontario Municipality was interested in modernizing their workplace communication and replacing their outdated communication network system so that they would no longer be confined to their desk, but instead could achieve flexibility, and work efficiently, with any mobile device.

- An all-in-one workplace communication solution (preferably using the platform of Microsoft Teams because of existing licenses) which can be used anywhere so that no employee is confined to working strictly in their office.
- Compliant with Canadian privacy laws at both the federal and provincial level.
- Allow the communication network system to be configurable and educate users on available features.
- Ensure the solution is reasonably priced and entirely within the allocated budget.

The Solution

After internalizing these requirements Telecom Metric tailored a solution specific to this particular municipality:

- A Unified Communications as a Service solution through implementing a phone system integrated with Microsoft Teams, so that video conferencing, chatting, calling, email, and fax can all be done from multiple devices and from any location.
- Allows the municipality to keep their existing phone extensions inside Microsoft Teams, which is an option exclusive to TMI's cloud based direct routing SBC.
- Centralized the solution in the cloud so that it is manageable with ease, and enables automatic updates to ensure all devices within the system remain up to date.
- Provided a team, with specialized expertise, to assist in the deployment of the new phone system, along with training for users.

The Result

Establishing the new communication system transitioned the municipality over to a hybrid work model, where employees maintain the option of working both at the office, or whatever location they choose. Thus, the municipality was left with a plethora of benefits beyond their initial demands, all while keeping the project within their budget:

- Internal communication is more efficient than ever as calls flow seamlessly between departments.
- Access to a skilled IT team who proved to be capable of overcoming obstacles as they presented themselves in the process of deployment.
- Trained staff who are now able to take full advantage of all the features the VoIP phone system and Microsoft Teams have to offer.
- Improvement of work flow due to enhanced call controlling for queues and call centers.

"We would strongly recommend Telecom Metric Inc. for their easy-to-use unified communication solution. Since we switched to Microsoft Teams, our staff can now work together efficiently even if they are at home or a remote location. The support staff are top notch and respond to all of our questions promptly"

- IT Director