TelecomMetric

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CASE STUDY: Peer Support South East Ontario

Peer Support is funded by the Ministry of Health and Long-Term Care through the South East Local Health Integration Network. The agency provides support and services within South East Ontario to people who are experiencing addiction and/or Mental Health issues and are seeking Peer Support as a ways and means of managing and working toward being well. All of their staff are certified in the practices and delivery of Peer Support as per the OPDI Peer Support CORE ESSENTIAL PROGRAM and Certified Wellness Recovery Action Plan (WRAP) Facilitators through the Copeland Centre for Wellness and Recovery.

The Challenge

Peer Support approached Telecom Metric after a series of toll fraud attacks that had cost them thousands of dollars. Their phone system was vulnerable and hackers were able to access the outdated system and make fraudulent long distance calls with their account. Throughout the telecom industry, the total losses from toll-fraud are estimated to be $10 billion dollars annually. This number has only increased in recent years with the adoption of VOIP and, when left unprotected can make it easy to gain access remotely. With growing concerns and added expenses this Peer Support organization decided to invest in a new and secure phone platform that needed to offer the following:

- Full compliance with all Federal and Provincial Privacy laws (PIPEDA/PHIPA).

- An easy to manage interface with full control over client data, call security, and enhanced customer support.

- A single and centralized solution with automatic firmware updates for both PBX and phones when released.

- Extensive training and support available to secure inboxes as well as add & remove extensions when necessary.

The Solution

Telecom Metric was able to take PSSEO's phone system and security to the next level by providing the following solutions:

- A fully managed cloud-based solution with end-to-end encryption.

- An All-Canadian hosted platform with 99.999% available SLA where all data resides in Canada to meet all privacy law obligations.

- A unified solution that can be used via desk phone, computer, and/or mobile phone for calling and web / video conferencing.

- Maximum flexibility when it comes to the number of users, phones, and extensions, dependent on your usage, and can be adjusted per time of the year.

- Risk-free migration with a dedicated project manager. The 'go-live' will only take place when the organization feels comfortable using the new system.

The Result

The initial toll fraud problems are over, saving this government funded organization valuable dollars, as well as giving them peace of mind.

- The new system was deployed in approximately 30 business days from the acceptance to the 'go-live' date with a high customer satisfaction score.

- The project came in under budget and turned out to be very cost-effective, reducing their monthly expenses

- Internal communication has improved using the new webRTC tool and chat functionality, this has increased employee productivity.

- The IT team is now fully trained and independent to capture and report on healthcare service metrics.

- Multiple advanced telephony service continuity measures are now implemented to protect them against hacking, toll fraud, as well as internet and power outages.

"Telecom Metric was able to respond very quickly to our request to update our phone system and prevent more attacks from happening. They also trained our staff extensively so we were able to use the conferencing functionality immediately."

Todd Buchanan
Peer Support Centre Manager