TelecomMetric

Canadian Mental Health Association (CMHA) is a national organization that helps those recovering from mental illness and promotes mental health. It is a not-for-profit organization aiming to reimagine the future of mental health. The non-profit healthcare sector in Canada is dealing with an unprecedented number of issues. In the face of the global pandemic and people working from home, institutes are now working on cutting costs and maximizing operating efficiencies. CMHA Ottawa was using an outdated phone system, which was costly to maintain and difficult to scale. **Telecom Metric Inc. helped them leverage their existing, Non-profit Microsoft Licensing to enable Teams Direct Routing as a cost-effective telephony.**

Canadian Mental Health Association
Ottawa
Mental health for all

"*The challenge we faced before switching to TMI was that we had separate standalone applications for Calling/ Instant messaging from different vendors. With TMI's solution, we have consolidated applications and are now using one application (Teams for calling and messaging).*"

Cory Fryer
Manager of Information Technology

Challenges Faced by CMHA Ottawa

Outdated Features
Obsolete features, fragmented applications, and a lack of mobility options in the old phone system led to operational and quality problems for routine business. This limited productivity and made it difficult for their team to collaborate effectively.

Inadequate Hybrid Work Environment
Legacy phone systems can only accommodate a set number of phones; beyond that, it necessitates the purchase of new hardware. It was challenging for the organization to scale its operations when it wanted to branch offices or accommodate remote employees.

Short Deployment Timeline
As their phone systems age, they become less reliable and less secure, which leads to more frequent outages. Service and support became more challenging, and the legacy system led to unforeseen maintenance expenses. The organization also needed a seamless and quick migration process as their old contract was ending.

Solutions by Telecom Metric Inc.

Modern Centralized System
The organization got a unified communication platform. Through Microsoft Teams direct routing solutions, file sharing, chatting, and conference calls are now working smoothly for all employees, allowing them to collaborate effectively.

Flexible Infrastructure
Risk-free migration with a dedicated project manager. Teams with Direct Routing enabled them to update PSTN conferencing, call queues, Auto Attendants, messaging and other remote aspects of their collaborative environment.

Cost-effective timely deployment
Telecom Metric Inc. offered the groundwork for feature-rich communication and collaboration capabilities while eliminating all the dangers and restrictions of legacy phone systems. The migration process was completed under the set timeline and turned out to be very cost-effective, reducing their monthly expenses.

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Client Testimonial

How was Telecom Metric Inc. able to help you?
"TMI was able to consolidate the applications we use into a single application (Teams) and provide a cheaper and cost-effective solution compared to the previous vendor."

How would you describe the onboarding process?
"The onboarding process started with a kick-off meeting with our dedicated project manager/account rep to get the project started, along with a review of the project timelines, as well as to collect the information used for the transfer to their service. During the onboarding process, TMI was responsive and provided constant updates regarding the project and tasks within, along with any timeline delays that occurred."

How would you describe your overall satisfaction with your deployment?
"I am very satisfied with the deployment and TMI, as we were able to successfully deploy the new services with no interruptions during business hours, and it allowed us to have a smooth transition to the latest MS Teams platform."

The Telecom Metric Advantage

Highly Available and Redundant Infrastructure

Flexible and Scalable Custom / Hybrid Solutions

Dedicated Project Management and 24/7/365 Support

Built-in Security (Encryption, Active Monitoring)

100% Canadian Owned and Operated

Regular Security Assessments and Penetration Tests

Our IT Group

SERVER**CLOUD** CANADA

CloudMetric

Daniel R. Shea & ASSOCIATES SYSTEMS GROUP INC

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