TelecomMetric

Secure Unified Communications

Municipal authorities significantly impact economic growth, public safety, and residents' daily lives. These organizations face challenges such as outdated technology, limited resources, and the need for secure and reliable systems. They often struggle with IT-related issues that affect their operations and ability to serve their communities. As a result, they are vulnerable to cyber-attacks and data breaches, leading to costly downtime and the loss of valuable information. Loyalist Township, a central eastern Ontario municipality, faced a significant challenge in modernizing its telephony infrastructure. Telecom Metric Inc. (TMI) tailored a solution for Loyalist Township that addressed their security concerns, increased efficiency, and reduced costs. The solution leveraged the power of modern cloud technology with Microsoft Teams Direct Routing and was designed to co-exist with the township's on-site paging system.

"Loyalist Township made the move from traditional on-prem analog phones to a Teams based digital system during the start of the COVID-19 pandemic. During the transition TMI was very helpful and understanding of the challenges that our short-staffed IT division were facing and worked with the municipality to ensure success. As with any new system there were

Andrew Hooper - Information Systems, Loyalist Township

Challenges Faced by Loyalist Township

Outdated Infrastructure
Like many municipalities, Loyalist was running their daily business on an outdated phone system that was no longer supported. They also had a need for a middle ground between modern and legacy systems to maintaining their on-site paging

Budget Constraints
Government organizations run non-profit initiatives and must use tax money to pay for their IT requirements, which restricts the availability of resources. Therefore, municipalities must cost-effectively operate their networks. The biggest challenge for Loyalist Township was that they had a small staff and a large geographical area to serve.

Security Threats
Governmental organizations handle private data on their constituents and regional infrastructure, making them a target for cybercrimes like fraud or identity theft.

Solutions by Telecom Metric Inc.

Industry-Specific Custom Solutions
Our tailored approach allowed Loyalist Township to maintain their existing legacy paging system by creating an interconnect with TMI's modern Direct Routing Solution. TMI enabled them to stay connected remotely without purchasing new hardware.

Cost-Efficient Telephony Solutions
TMI provided Loyalist Township with peace of mind. With our simple setup, convenient maintenance, robust security, and cost-effective management of the organization's IT assets, Loyalist Township has been able to lower overall costs while increasing efficiency and responsiveness in serving the requirements of its communities.

Encrypted Data
Telecom Metric's encrypted solution ensures that sensitive government and constituent data can be transmitted safely without interfering with user experience.

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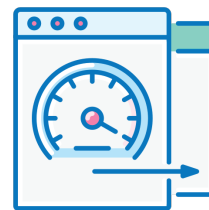## We keep your voice communications private & secure when it counts.

Fully Redundant Platform
With 9 geographically distributed and redundant environments across the country offering automatic backups & built in failover, your data is always safe, secure, and accessible.

End-to-End Security
Secure SIP, SRTP encryption, VLAN segmentation, and MLPS Routing are just a few of the ways Telecom Metric protects your business' sensitive voice data.

Active Monitoring
We actively monitor all layers of network traffic to prevent intruders from unauthorized access, DoS attacks, Toll-Fraud, and other common vulnerabilities.

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

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