

Managed Hosting Services

BACKGROUND

Paul Blanchet is the VP of Operations with iCompass Technologies, an application service provider located in Kamloops, British Columbia. The company provides services that assist local governments in managing their information and administrative workflow. Paul is in charge of overseeing product development, customer support, training and implementation.

CHALLENGE

iCompass Technologies continually strives to improve applications and meet customer needs. "We used to host our applications ourselves, but the level of risk and cost reached a point where it was unacceptable, we needed a partner that we could rely on to provide those services 24/7," Blanchet stated. It was this necessity that led iCompass Technologies to team with SaskTel.

SOLUTION

SaskTel is currently providing Managed Hosting Services to iCompass Technologies. Before teaming with SaskTel, iCompass had looked into several other hosting service providers. "Most companies talked to us for two minutes and then sent off a proposal, whereas SaskTel really got to know what our business was all about and then gave us the best solution," Paul said. The partnership has allowed the staff at iCompass Technologies to really focus on their core competencies. "SaskTel has really taken away the headaches of making sure our servers are up, now we're more focused on making sure the applications are doing what the customer needs them to do, rather than spending our time on the infrastructure," Paul commented. Furthermore, he feels SaskTel's reputation lends much credibility to their organization. "Because SaskTel has been in business for over 95 years, they bring a great deal of stability to the table. Also, their policies and procedures offer a guarantee that can be passed on to our customers," Paul stated. And what about the geographical distance between SaskTel and iCompass Technologies? As Paul stated, "Most of the services we provide are web-based, so the distance between us and SaskTel is never an issue."

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"SaskTel Managed Hosting Services have taken away my headache and given my team more time to focus on our products"

Paul Blanchet, VP Operations
– iCompass Technologies Inc.