

# “Harvesting the Benefits of Secure Data” SaskTel Managed Hosting

## Background

West Central Road & Rail Ltd (WCRR), located in west central Saskatchewan, is a leader in facilitating and administering producer car traffic, allowing Canadian grain producers to transport their product for export. Established in 1997 through community support, WCRR has producer car loading facilities at Eston, Laporte, Beechy and Lucky Lake. WCRR has a well-established reputation in the Canadian grain handling and transportation system, and ensuring business operations remain uninterrupted is critical to maintaining that reputation.

## Challenge

Operating from rural areas presented a unique challenge for West Central Road & Rail. “We were interested in speed, reliability, 24/7 monitoring and off-site data backup,” recalls Melanie Lobdell, Executive Administrator for WCRR. Having reliable access to files and applications quickly and securely was important for WCRR to maintain a high level of customer service.

The poor reliability of their previous Windows-based Virtual Private Network (VPN) system would often cut into productivity. “We had connection problems. We had time-outs and disconnects in the middle of sessions. It was very labour intensive,” explains Lobdell. “It had to be monitored all of the time.”

Downtime was another costly result of West Central’s previous system. “Being that we were so rurally located, it was difficult to find the support,” Lobdell says. When the system went down, it could sometimes take as long as a week to bring in tech support from a larger urban centre to resolve the problem.

## Solution

West Central Road & Rail began inquiring about various possible options for improving their data storage, and when SaskTel began offering Managed Hosting, Lobdell was quick to realize its potential.

A strong relationship with their SaskTel representative played an important role in choosing Managed Hosting. “All of our office phones and mobility are through SaskTel,” says Lobdell. “We have a very good relationship with SaskTel and our rep, and we liked all of the services we were receiving.”

SaskTel worked closely with WCRR to ensure the transition was smooth and the solution would address all of the company’s needs. “We actually had an onsite visit from our software developer, and SaskTel was very accommodating to take us online while he was here so we could integrate our software with Managed Hosting,” Lobdell explains. “We also had a lengthy analysis period where we talked about what we needed, what our options were, and then fine-tuning it for the best fit for our company. Speed was one of our main issues, and SaskTel worked with us to achieve the speed we needed.”

Having the system housed at a secure, monitored location in Regina proved a great benefit to WCRR. “It was a good fit for our company, because of our rural location and the access to trained people to fix issues that arise,” says Lobdell. “It’s very good. We’ve been very happy.”

Looking to the future, as WCRR continues to grow, they can benefit from a solution that will grow with them. “The potential is there for even more, like expanding it through web site access to our customers,” says Lobdell. “The options and opportunities are endless.”



**“Managed Hosting allows us to do business anytime, anywhere, and have 24/7 access. We know the server’s always up and running. It’s excellent.”**

**Melanie Lobdell  
Executive Administrator  
West Central Road & Rail Ltd.**