

SASKTEL INTEGRATED BUSINESS COMMUNICATIONS

SMALL TOWN CHALLENGE. BIG BUSINESS SOLUTION.

After the recent adoption of a new phone system for Shellbrook's town office, Kelly Hoare reflects on factors that influenced her purchasing decision.

"The predictability in our annual budget makes life way easier in terms of anticipating any upcoming costs."

— *Kelly Hoare, Administrator, Town of Shellbrook*



KELLY HOARE ANSWERS QUESTIONS ABOUT SASKTEL INTEGRATED BUSINESS COMMUNICATIONS

What is the role of town administrator in an emergency?

Kelly: Well, I'm expected to get information out to Shellbrook's 1,500 residents as fast as I can, right from a water or sewer break update, all the way to a tornado warning.

How would you do that if you weren't able to access your office phone lines?

Kelly: We recently made improvements to our disaster recovery plan by installing IBC. It gives me additional mobility since I can access and re-route my phone from an Internet connection. Prior to installing IBC, we were forced out of our building twice in half a dozen years due to intense sewer smell coming up into our building. The last time, we were out the better part of a week, right at year-end. There was nothing to do but hang a note on the door and go home. Now, we have the ability to take phone calls from home. I've also set up my computer so I can log into my server from home, too. The ability to have a remote location, remote administration, remote phone calls, combined with the idea of being mobile in the event of an emergency, is quite valuable.

What prompted you to look for a new phone system?

Kelly: Our system was going obsolete and SaskTel could no longer support it.

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What made you look at IBC?

Kelly: To go with a new system similar to what we had was going to be quite costly. IBC was a less-expensive alternative than putting in new equipment that might be obsolete five years from now, when we'd find ourselves in the same boat.

What most impressed you about IBC?

Kelly: We like the ability to perform administration functions ourselves. With our old system, we weren't even able to add a new employee ourselves. In fact, just before we upgraded, we had a staff changeover due to a maternity leave and we weren't able to add her name on our old phone system.

Were there other benefits?

Kelly: I like how clear and crisp it is. We haven't really experienced any problems at all. We had a concern when we were having a big student conference in town. There were going to be about 800 teenagers here and of course they all have cell phones. So we were concerned that having everything on the Internet might affect our phone system. But we had no problem.

What do you think the sound quality would be like if everybody had IBC?

Kelly: It would probably be good. There's absolutely no delay when you're chatting. Everything's instant, it's clear. It was a good investment.

Do you think IBC will be a good fit for you in the future?

Kelly: Right from the start, we knew we weren't going to learn everything right away, but it's great to know that we're not limited and there are lots of functions to explore. When we saw the system for the first time, we could see the potential for growth.

Let's start a conversation.

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