

SaskTel Centrex IP service - Savings and much more

Background

Established as a Treasury Board Crown in 2002, the Saskatchewan Watershed Authority manages and enhances the province's water and watershed resources for the environmental, economic and social benefit of Saskatchewan residents. The Authority is responsible for the allocation of ground and surface water inventory, analysis of water sources and owns and operates 45 dams and 35 kilometres of conveyance channels in the province. They are also responsible for managing watershed and aquifer planning, developing partnerships and projects that help provide healthy watersheds and assessment and monitoring practices that ensure the protection and restoration of the province's water sources.

Challenge

While their previous phone system largely served its purpose, the Saskatchewan Watershed Authority decided that the time had come to examine other, more innovative solutions; and facility renovations provided an ideal catalyst. With a minimal IT staff, it was important to find a system that required little space and maintenance. A specific window of opportunity (the conversion was to take place during renovations) meant finding a solution that was easy to implement as well. Add to the mix a desire for long distance savings and the flexibility to accommodate growth, and after examining a variety of providers, their options appeared limited.

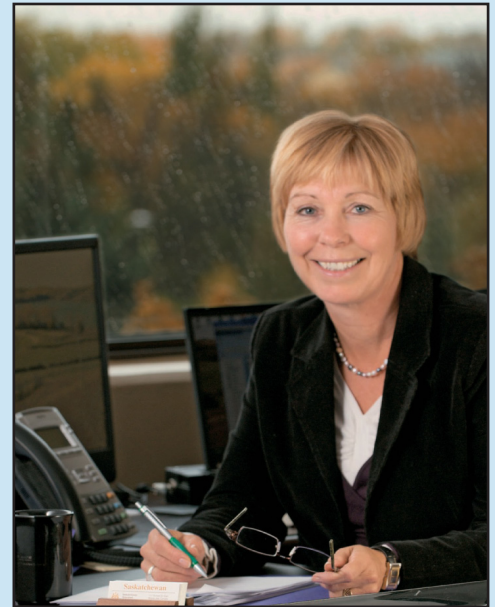
Solution

Taking advantage of their strong relationship with SaskTel, Sask Watershed discovered Centrex IP – a solution that was easily installed, housed off-site and could be managed and changed with minimal effort. An IP-based solution had always been top of mind. "We were doing some renovations and it seemed like the right time to switch to IP," Margaret Anderson, Executive Director with the Saskatchewan Watershed Authority recalls. "Initially, we were interested in the long distance savings of IP." And while Centrex IP fulfilled this desire, it offered many other benefits as well.

The flexibility and simplicity of Centrex IP allows users to move their phones from one location to another with ease. "Being able to move phones ourselves is very helpful. We used to have to arrange all our moves with SaskTel," Anderson explains. Having this control at their fingertips allows for easy transitions and increased productivity, as it eliminates any possible wait times for receiving support.

The Authority also possesses a limited capacity for storing equipment onsite, so having the bulk of the system housed on secure SaskTel servers meant a freedom from space constraints. "We don't really have the resources for an on-premise system," explains Anderson, "and SaskTel had the only hosted IP phone system, so this was a good solution for us." Having the system off-site also provides the added benefit of SaskTel professionals to perform updates and ensure the system is always running properly. The installation process was simple and straightforward. "SaskTel worked closely with us to complete the conversion during renovations, and to make sure the system met our needs," Anderson says.

Centrex IP from SaskTel has met all of the needs of the Saskatchewan Watershed Authority and, with the variety of customizable options available to them, will continue to do so for a long time.



"Centrex IP has the flexibility we need and can grow with our business."

Margaret Anderson
Executive Director
Saskatchewan Watershed Authority

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