



Forum for Young Canadians Streamlines Operations, Increases Productivity With IntelliSyn

IntelliOffice Delivers Worry-Free Operations and IntelliTalk Improves Communications



The Forum for Young Canadians is a non-partisan, not-for-profit organization that provides youths aged 15 to 19 with an opportunity to learn more about the importance of public affairs and how they can proactively be a voice in helping others understand Canadian politics in relation to the world around them. Created in 1975 by the Foundation for the Study of Processes of Government in Canada, the Forum runs three learning sessions during January, February, and March of each year. Each session offers a week-long experience, which includes various behind-the-scenes activities in Canada's capital.



“Our communications and IT systems were very old. We didn’t have basic telephone and computer functionality that most people expect in an office setting, which created a lot of inefficiencies.”

— Val Amigo, Manager of Operations

Challenge

“We had a telephone system that dated back maybe 20 years,” said Val Amigo, Manager of Operations. “We had one main line and five rollover lines so that people could call in and out, but there was no functionality beyond that. The desk units themselves didn’t really have any advanced features and there was just one general voicemail box. We didn’t even have personalized voicemail! So, when the phone rang, whoever was available would answer the call and transfer it manually to the right person, if that person was in the office. If he or she wasn’t, then the person who answered the call would have to write out a message.

“Our computer network was also outdated,” Val explained. “It was a mix and match of hardware and software that was either donated or purchased over the course of 10 years. It was not a cohesive infrastructure. We ran computers with home office suites as opposed to professional business-grade software. This made it very cumbersome for team members

to interact with the others in the office. To make it work, we had to bypass certain things and map the network in a certain way so we could access the server and shared data files. But we couldn’t do simple things like sync our calendars.”

In addition to the hardware and software issues, maintaining the outdated systems had become a challenge. Although the Forum had contracted a third-party service provider to keep its server and network up to date with patches and security software, it did not have an on-site IT support team. As Manager of Operations, Val was devoting as much as 10-12 hours each week to IT support, which included troubleshooting desktop computer issues and server configurations. This took valuable time away from managing the Forum’s youth-oriented programs.

IntelliSyn Solution

After a full technology review and thorough analysis, IntelliSyn suggested a complete overhaul and consolidation of all business communications services under IntelliSyn's **IntelliTalk** and **IntelliOffice** solutions.

IntelliTalk is a Voice over IP (VoIP) solution that replaces costly phone lines, switches, and cabling with easy-to-use internet telephony. It provides all the call functionality of traditional voice systems at half the cost. This complete, **IntelliTalk** turnkey voice calling solution includes a smartphone app and desktop software for Apple® or Windows® computers that allow employees to use their office extension from anywhere on any device. Employees can use a single number to make or receive calls wherever they are. Calls are seamlessly integrated with the system to appear to callers as if employees are in the office. And, because **IntelliTalk** leverages the internet to provide IP-based voice services, all local calls are free of charge.

IntelliOffice eliminates the risk associated with creating, managing, and maintaining office networks. It gets organizations up and running with an end-to-end, turnkey, hassle-free network in a box built on the latest hardware and software from the world's leading manufacturers and developers.

With **IntelliOffice**, businesses get desktop-to-cloud managed office services including installation, ongoing management, maintenance, and support for all hardware, software, and cloud networking elements for one monthly charge. All they have to add is power.

Benefits

"In addition to what we already suspected in terms of how everything was working, IntelliSyn's analysis revealed several major issues with our systems that we weren't aware of," Val said. "The biggest concern was that the third-party provider we had been working with had not been doing

Intellisyn's full technology review and through analysis revealed several major security issues in the existing system and led to a complete overhaul and consolidation of all business communications services.



its job — they hadn't been applying the regular updates and patches to the server that we were paying for. I was appalled by the inefficiency and this was a major concern that we had to deal with before we could upgrade to the new IntelliSyn solution. But after we identified the problem, everything was taken care of in a very short timeframe and we were able to move to the new IntelliSyn systems over a single weekend."

Val explained that in addition to its operational concerns, the Forum wanted to ensure that all its data remained in Canada at all times and did not reside or travel through foreign data centers. IntelliSyn structured a complete solution that addressed all of the Forum's requirements and made the migration process seamless. Existing systems were kept operational while the new office communications and IT infrastructure was configured and tested on-site and linked to IntelliSyn's Canadian data center. Everything was completed on schedule and the office was up and running with its new **IntelliTalk** and **IntelliOffice** infrastructure by Monday morning.

"The IntelliSyn team took a very proactive approach to the whole process. The analysis identified the hardware and software needed, but what really opened our eyes was what we could actually save in terms of cost, both on the telephone and the network side.

"By going with **IntelliTalk**, we got a full-blown telephone system with everything we needed — the functionality, the individual mailboxes, the auto attendant, and all the unified communications features we didn't have. And when we looked at the costs associated with it, we were actually amazed at how much it saved us on a monthly basis and what it allowed us to return to our bottom line. At the same

time, we're equipped for many years and we can upgrade easily when we need to.

"By going with **IntelliOffice** on the computer and network side, we now have new computers and servers that are configured for the 21st century. Everything works together, so we can now do simple things, like see each other's calendars and book meetings, without having to sit at a conference table and discuss availability. All of our data sits on our servers in our offices and is backed up to IntelliSyn's Canadian data center. And with the maintenance and support program, we have one number to call when issues come up and IntelliSyn deals with them immediately. This frees up a lot of my time that was previously taken up by IT support.

"Ultimately, **IntelliOffice** and **IntelliTalk** have made our whole operation more efficient and productive. We can manage the calls that come in from students more effectively, connect those calls to the right people, and rest easy knowing that the calls will be dealt with promptly because we're not relying on a paper-based message process. And we can communicate with our directors and our board more efficiently as well. We can have virtual meetings that are more productive because we can all be on the same call and share files with each other easily and as needed."

For more information about IntelliSyn's IntelliOffice and IntelliTalk solutions, visit www.intellisyn.com.



"I was impressed by how the IntelliSyn team made it all come together. We still had access to our old systems as the new ones were being built, which made it easier to continue to do our jobs. But the transition was flawless."

—Val Amigo, Manager of Operations