

SASKTEL HOSTED COLLABORATION SOLUTION

SOUTH COUNTRY EQUIPMENT MAXIMIZES PRODUCTIVITY WITH AGILE CLOUD COLLABORATION

After implementing Hosted Collaboration Solution for his eight dealerships throughout southern Saskatchewan, Cameron Bode took time out of his hectic schedule to recall the experience.

“Not only does this solution address most of our needs today, it forms the backbone for the overall strategy we are moving towards.”

— **Cameron Bode**, General Manager of South Country Equipment.

CAMERON BODE TALKS ABOUT SASKTEL HOSTED COLLABORATION SOLUTION

What made you decide to go with SaskTel Hosted Collaboration Solution?

Cameron: We wanted one supplier to be responsible from front to back for support. SaskTel has noticeably shifted to a solutions approach that puts the customer experience first. It's almost like dealing with a totally different company—a very technically competent company. It's more focused on what we want.

Why was having one supplier important to you?

Cameron: We don't have the in-house expertise or the capacity to manage everything ourselves. With SaskTel, if I need anything, I've got one number to call. The Business First Support Team handles all our troubleshooting. This allows us to focus on our business without having to develop internal expertise. By relying on a hosted solution—relying on someone else for expertise and technology—we're also able to get rid of all the back-end technology in the dealerships.

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What were your business goals?

Cameron: Unifying the company, providing better customer satisfaction and being more efficient were the drivers.

Have there been any unexpected benefits?

Cameron: Bandwidth is no longer the challenge it used to be. The Hosted Collaboration Solution brings fibre into all our communities, so we're able to leverage our investment in the phone system to increase the Internet bandwidth in our stores, too.

Did the transition go smoothly?

Cameron: SaskTel was very accepting and responsive to our needs. We did eight stores over the course of a year, so we worked through every season and they did whatever it took. If it was during our busy time at harvest, and work had to happen in the evening, it did. If it had to happen on a weekend, it did. That's the enabler that SaskTel is for us.

What's next?

Cameron: This solution has given us the platform for the future and now we're working on some projects to really leverage the investment we've made.

Let's start a conversation.

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