

# CASE STUDY



## BORDER BROKERS CUSTOMS CLEARANCE EXPERTS

### Mike Prieur, Border Brokers

Over the past 35 years, Border Brokers has solidified its role in the customs brokerage sector, focusing on cross-border trade and adherence to government regulations. Their operations span Canadian provinces in Manitoba, Ontario, Saskatchewan, and BC and extend to US states, including North Dakota, South Dakota, Minnesota, Nebraska, Washington, and New York. Mike Prieur, the IT Manager at Border Brokers and a long-serving team member, has consistently been at the forefront of the company's technological initiatives.

With the shift to hybrid work models during the COVID-19 pandemic, Border Brokers identified significant limitations in their existing cloud-based phone system, most notably in call quality

and reliability. It became clear that an upgrade was necessary.

This led to discussions with Telexperts, a company backed by a highly trained and motivated team of 25 professionals represented by their President, David Guberman. Telexperts introduced their Wildix Cloud-based phone system, which promised both efficiency and cost-effectiveness.

Prioritizing due diligence, Mike insisted on a rigorous pre-implementation evaluation. Telexperts provided test licenses, allowing Border Brokers to engage in an in-depth assessment under real operational conditions. This detailed testing phase was vital for pinpointing possible challenges, verifying compatibility, and affirming the system's operational capabilities. The decision to proceed with the comprehensive system deployment was confirmed after a successful 4-week testing phase.

Following positive evaluations, Telexperts undertook the system's design, programming, and deployment. Border Brokers experienced a seamless transition, further supported by detailed user training.

**Mr. Prieur observed, "The month-long evaluation was not a mere formality. It was a rigorous assessment, indicative of Telexperts' dedication to delivering impeccable solutions. Our engagement was not just a transaction but a strategic investment in modern and efficient communication infrastructure."**

**“Our communications have been greatly enhanced by Telexperts' solution, especially with the addition of features like call recording.”**

**Trevor Franzmann**  
Vice President of Business Development at Border Brokers

**“It was clear from the beginning that Telexperts had a deep understanding of VoIP. The Wildix system provided more functionality, backed by Telexperts' knowledgeable team, at a cost that was favorable to our previous setup.”**

**Mike Prieur**

