



TELEEXPERTS
MANAGED VOICE SOLUTIONS



CASE STUDY



Mitel Communication Solutions by Telexperts



CANAD INNS

Canad Inns deploys enterprise Mitel MCD's throughout the chain.

About Canad Inns:

Type: Large Manitoba Hospitality Corporation
 Location: Head Office – Winnipeg, Manitoba, 11 Hotels in Manitoba and Grand Forks
 Configuration: 12 Mitel 3300 MCD's with an enterprise call center and a virtual.
 Website: www.canadinns.com

The Company:

Canad Inns operates eight destination centres in the City of Winnipeg, one in Portage la Prairie, Manitoba, one in Brandon, Manitoba and one in Grand Forks, North Dakota. Canad Inns is also the owner and operator of the Radisson Winnipeg, Tavern United MTS Centre, Garbonzo's Pizza Pub, and the Metropolitan Entertainment Centre.

The Challenge:

Canadinns had mostly old legacy Mitel equipment throughout the chain. The systems were starting to fail and service and spare parts were becoming a significant issue. Another significant issue was the monthly cost of dial tone service. All the properties had multiple analog lines supporting old legacy devices that in many cases were not even still in use. The head office had a small reservation call center but was not able to handle reservations directed to a specific property.

Customer Needs:

Upgrade all the old legacy systems to new Mitel 3300 MCD controllers and reuse as much legacy equipment as possible. Create a call center with the ability to handle reservations from all the properties. Install a total new system for the new Canad Inns Health Science Center and provide a voice solution for the Garbonzo's Pizza Pub and Metropolitan Entertainment Center.

Results:

Telexperts has upgraded all but three of the systems and networked the properties.

All the CanadInns dial tone service has been audited and unused or inefficient service cancelled resulting in thousands of dollars of savings.

The call center at head office is now handling calls for the entire chain, simplifying reservations for all the properties and relieving voice traffic from the hotels front desk staff.

Garbonzo's and the new Met Center have phones connected over the new VPLS network and use call control and dial tone from head office reducing the need for stand alone systems.



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