



**TELEEXPERTS**  
MANAGED VOICE SOLUTIONS



**30**  
YEARS



CASE STUDY



*Mitel Communication  
Solutions by Telexperts*



## NEW FLYER INDUSTRIES

New Flyer Industries Rolls Out a Mitel UC Solution across North America.

### About New Flyer:

Type: Large North America Bus Manufacturer.  
Location: Head Office – Winnipeg, Manitoba, manufacturing and sales offices located through North America.  
Configuration: 12 Mitel 3300 MCD's with an enterprise call center and a virtual DR site.  
Website: [www.newflyer.com](http://www.newflyer.com)

### The Company:

New Flyer is the leading manufacturer of heavy-duty buses in the U.S. and Canada. Offering the broadest line of transit vehicles, we have secured our strong position by providing reliable transportation solutions that meet the needs of today while anticipating the needs of tomorrow.

### The Challenge:

New Flyer had different phone systems in every office ranging including products from Cisco, Nortel, Centrex Service and a variety of different key systems in the smaller sales offices. Every city had a different vendor for support and managing costs, upgrades and service had become a daunting task. The IT department at New Flyer wanted one unified communication solution to network all sites and be able to manage the entire communication system and advanced features from head office.

### Customer Needs:

Upgrade over 1000 users across North America in 13 locations to a new Mitel Unified Communications solution. Create a unified dialing plan for the entire company and deploy presence, mobility and conferencing solutions to all users. The entire project had to be rolled out and completed within a 10 month window.

### Results:

Telexperts completed the project on time without any cost over runs or add-ons.

Over 1000 users are seamlessly networked and over 80% of the users are using the Mitel UC Advanced presence tool.

Multiple call centers within the Winnipeg offices are running and improving customer service to end customers and internal staff.

New Flyer is fully trained from both a user and administration perspective and is self sufficient in managing all the day to day moves, adds, changes and even new installations.



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