



WHITE PAPER

**MULTI-LOCATION BUSINESS COMMUNICATIONS  
AND I.T. CHALLENGE,  
HOW IT WAS MET AND THEIR DIGITAL  
ADVANTAGE EXPERIENCE.**

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## The Challenge from a multi-store Location Business:

**“Make it easy for my staff to communicate with each other between our multiple locations.”**

### The Business needs:

- To know what their monthly communication costs are going to be for the next few years.
- To have a phone system that is easy to use.
- To have the phone system do what you want it to do without having to worry about it.
- To have employee information sent to the Franchise Home Office easily and securely.

To have:

- Administration in easy contact with employees,
- Voicemail to email for all staff.
- Easy contact to all employees.
- Data backup off site, in Canada.
- Files shareable and collaborated on securely and effectively

## How we met the Challenge:

We installed new, updated technology that included the following features

- a. Voicemail-to-email and fax-to-email.
- b. Caller ID, name and number
- c. One touch dialing and emailing
- d. Dial by extension number

- We provided new phones and allow all to ring in any location with an inbound call.
- We pre-programmed the phone system of each location by their extension to allow quick dial to each of the staff extensions.
- We standardized the equipment at each location. This way the employees only have to be trained once if they are moving between locations.
- We directed all inbound bound faxes to an email distribution list, allowing staff to receive faxes all at once, in any location.
- We implemented Digital Advantage's file sync, and file share collaboration tool and data backup to our off-site backup servers located solely in Canada, allowing staff to work on documents together.

## Their Digital Advantage Experience:

- The Business cut their monthly communication expense by 30% for the next few years.
- NO UPFRONT capital costs were incurred.
- NO DOWNTIME was incurred during the transition.
- The installation of all equipment was completed at 4 locations in 1 day (Woodbridge, Ontario x 2, London Ontario, Cambridge Ontario).
- Key employees were trained on the day of installation.
- Videos were made available to train new key employees or to be viewed by already trained employees.
- Excellent service and support.