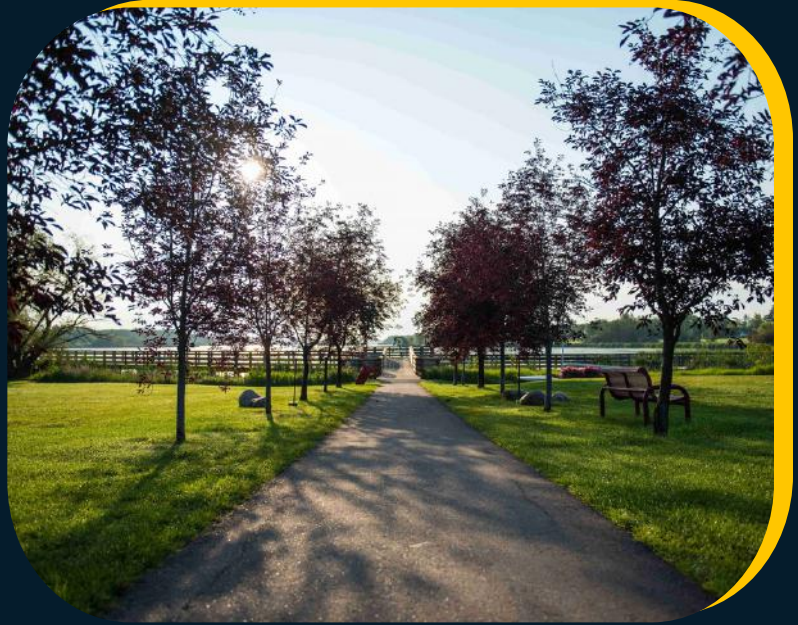


Case Study: A Strategic Modernization Journey with the City of Leduc



About the Client

The City of Leduc is a forward-thinking municipality in Alberta, Canada, known for its dedication to serving residents with efficiency and care. With more than 350 phones across essential public facilities such as city hall, emergency services, and operations centers, dependable communication plays a key role in ensuring smooth day-to-day operations and quality public service.

The Opportunity

Like many municipalities with long-serving infrastructure, the City of Leduc recognized that its communication systems were due for a closer look. Their phone system had been reliable for years, but the pace of technological change and evolving service expectations meant it was time to reassess.

Rather than waiting for a critical failure or being forced into a costly overhaul, the municipality saw an opportunity to take control of its future. Leadership understood that modern communication tools are essential not just for internal coordination, but also for delivering responsive, high-quality services to the public. They wanted a partner who could work collaboratively, offer expert insights, and provide the right level of support to help them move forward with confidence.



The Approach

Sunco was introduced to the City of Leduc through an acquisition. From the beginning, the relationship was focused on partnership and support. Sunco took the time to understand the city's priorities and offered a solution that respected their current infrastructure while opening the door to future advancements. Instead of recommending a full system replacement, Sunco introduced the concept of Mitel's evergreen model. This allowed the city to preserve its investment while adopting a sustainable path to modernization.

The Service

Sunco's team provided support in several impactful ways:

- 1 Responsive Support:** During a weekend service disruption, Sunco's team stepped in quickly while the city's internal IT resources were offline. The issue was not related to Sunco's systems, but the team diagnosed and resolved it, demonstrating their commitment to stability and reliability. Follow-up guidance helped ensure long-term performance.
- 2 Ongoing Collaboration:** Sunco established regular check-ins with the city's IT leadership on education, planning, and practical improvements. Early wins included a cost-effective call recording solution and direct access to Mitel experts. For the first time, the city had clear visibility into its system's future.
- 3 Strategic Planning:** Through thoughtful audits and planning sessions, Sunco helped the city align its communications infrastructure with both current and long-term goals. This included exploring private cloud options, enhancing system security, and planning for future capabilities without major disruption.

The Outcome

The City of Leduc now has a clear path forward. Communications are more secure and reliable across departments, and the risk of downtime has been minimized. Their Mitel system continues to serve as a dependable foundation, enhanced by a strategy that supports growth and adaptability.

Most importantly, the city now has a trusted partner in Sunco. With ongoing support and open lines of communication, the City of Leduc is well equipped to serve residents and deliver on its commitment to excellence in municipal service, a result that reflects Sunco's commitment to being accountable to the outcome and ensuring lasting value through every stage of the partnership.