

Supporting long term growth with **reliable** communication



ABOUT THE CLIENT

Operating across Western Canada's rapidly evolving construction landscape, SDC Services has built a reputation as a trusted partner in civil construction, earthworks, and infrastructure development.

Headquartered in Alberta, the company supports large scale industrial, municipal, and commercial projects that help shape the communities and industries driving regional growth. What began as a modest operation in 2014 has today grown steadily alongside regional demand. During peak construction season, as many as 150 employees work across multiple job sites, helping deliver projects in complex and fast-moving environments.

As operations expanded, communication quickly became a critical component of maintaining efficiency, reliability, and responsiveness across the business.



**SUSTAINABLE
DEVELOPMENTS**



THE OPPORTUNITY

When SDC first revisited its communications setup, the company was operating on a traditional landline phone system. While functional in earlier years, the system lacked flexibility and could not support the growing pace of the business. Calls required manual handling, transfers were inefficient, and there was no integration with internet-based services.

As the organization expanded, it became increasingly clear that the existing system would not scale with future needs. They were introduced to Sunco through a trusted telecom partner. Based on that recommendation and a strong initial engagement, the company moved forward with confidence, without the need for an extended vendor evaluation process.

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SOLUTION

VoIP, mobility, and a partner who understood the work.

Sunco focused first on understanding how SDC operates and where communication could better support day-to-day workflows as the company grew. The approach prioritized trust, clear communication, and long-term alignment over short-term fixes.

Sunco worked closely with SDC to modernize its communications by implementing a VoIP phone system designed for mobility, reliability, and scalability. This transition enabled staff to stay connected beyond the office, with phones accessible remotely and integrated with mobile devices — flexibility that became critical during COVID, supporting a smooth shift to remote work while maintaining business continuity.

As the relationship developed, SDC chose to consolidate its internet and carrier services with Sunco in 2022, simplifying account management and strengthening the value of working with a partner already familiar with the business.

“You don't feel like you're being pushed to the side or rushed. They're always pretty attentive.”

— Becki Talbot, PCP, Payroll and Finance Coordinator, SDC Services

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OUTCOME

A system that has kept pace with every stage of growth.

Sustainable Developments now operates with a communications system that supports the pace and scale of its work. With consistent connectivity and flexible VoIP capabilities, teams can stay connected across job sites, offices, and remote environments without disruption.

As the business has grown, the system has kept up, supporting increasing call volumes, more employees, and a broader network of vendors and customers without adding complexity. Looking ahead, SDC is planning its move to Sunco Cloud, positioning the company to adapt as its operations evolve.

“If you have a service provider that makes you feel like they actually care about you, it's way easier to maintain that relationship.”

— Becki Talbot, PCP, Payroll and Finance Coordinator, SDC Services