



Highlights

- Seamless transition to a more reliable, efficient and cost effective system
 - A communication system that fits your size and needs
 - Capacity on demand allows you to manage spikes and drops in usage
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ThinkTel[®]
A division of Distributel

ThinkTel – VOIP Solution and SIP Trunk Provider

A transformative new business tool

IBM Canada K-12 Education is pleased to announce a National partnership with ThinkTel, a division of Distributel. Distributel is a tier 1 Canadian CLEC* serving enterprises through the ThinkTel Business Services Division.

ThinkTel is one of the longest operating and most experienced providers of SIP*-based telecommunications services in Canada and is the only Canadian company independently qualified by Microsoft standards to deliver SIP Trunking for Skype for Business, Lync 2013, Lync 2010 & OCS R2*.

As a Microsoft Gold Communications Partner, ThinkTel delivers highly reliable and adaptable voice, video, and data services, including enterprise-grade SIP Trunking, hosted cloud PBX, as well as Microsoft Skype for Business services.

SIP Trunking: Reduces Costs and Increases Flexibility

ThinkTel SIP Trunking delivers “dial tone” services over IP to customers equipped with SIP-enabled PBX’s. Most school districts using traditional voice services have a fixed channel capacity at each site, typically overprovisioned by 50% to avoid busy signals. That results in paying for 50% more lines than needed.

With ThinkTel, SIP Trunks offer a consolidated capacity model where channels can be pooled for all locations into a single group of channels and configured with Capacity On Demand. Also known as “channel bursting,” it allows school districts to manage spikes and drops in usage, ensures no busy signals and significantly reduces cost by eliminating the need to oversubscribe or pay for unused capacity. Districts can add capacity when needed and only pay for the lines used.

The ThinkTel uControl portal allows districts to view usage data, add/delete/change numbers and update 911 information — 24 hours a day, 7 days a week, 365 days a year, in real time.

Think 365 Connector:

Exclusive Think 365 Connector by ThinkTel brings Canadian telephony service seamlessly into Skype for Business and Office 365, while keeping your current phone numbers, with NO on premises equipment or servers. In addition to all the IP communications advantages of hosted Skype for Business—Instant Messaging (IM), presence awareness, web conferencing and document sharing—districts get all of the traditional enterprise-level telephony features, with full telecom support from ThinkTel, and integration into Office 365. This includes:

- Private, local lines with dial tone
- Voicemail
- Call forwarding
- Call park
- Conferencing
- Emergency services calling

Think 365 Connector combines with Microsoft's Unified Communications capabilities, allowing users to make, receive and transfer calls from their laptop, smartphone, hand set or any device where their Office 365 account is registered.

ExpressRoute by ThinkTel provides a private, fast, and secure connection to/from any Azure and O365 region in Canada. This enables lower latency, higher security and predictable performance with enterprise-grade SLA. In addition to using ExpressRoute for voice services, it can also be used for any Azure workloads.

ThinkTel solutions can reshape productivity, eliminate legacy telecommunication solutions and save districts significant costs.

Case Study

Golden Hills School Division (GHSD), Alberta

As of October 2014, the division serves approximately 6,500 students, and employs 374 certified teachers and 341 support staff.

The ThinkSIP solution resulted in many benefits for GHSD:

- 75% cost savings, the entire telecommunications bill now fits on the IT manager's purchase card
- The "channel bursting" option that allows for increased capacity when the necessity arises
- A superior suite of services and features, some of which were previously unavailable
- Lightning fast tech support for the rare occasions that assistance is needed
- Ease of management

Why ThinkTel?

The ThinkTel network spans coast to coast, offering voice and data services for SMB and Enterprise customers. ThinkTel has network point of presence in Toronto, Montreal, Edmonton and Vancouver with a CLEC voice network, with the largest overall coverage in Canada.

Why IBM?

The IBM Canada K-12 Education Division creates value for our clients by bringing new solutions to help you build continuous improvements and success. Our K-12 industry understanding and expertise enables us to develop strategic partnerships to deliver innovative and cost-effective solutions to school districts to support their Information Technology goals.

For more information

To learn more about ThinkTel VOIP and SIP Trunking Solutions, please contact your IBM Marketing Representative.

For more information on all our IBM K-12 Consulting and Professional Services, visit:

www.ibm.com/industries/education/canada-k-12-service-briefs

*CLEC - Competitive Local Exchange Carrier

* OCS R2 - Microsoft Office Communications Server, Release 2

*SIP trunking - Voice over Internet Protocol (VoIP) and streaming media service based on the Session Initiation Protocol (SIP)^[1] by which Internet telephony service providers (ITSPs) deliver telephone services and unified communications to customers equipped with SIP-based private branch exchange (IP-PBX) and Unified Communications facilities



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