

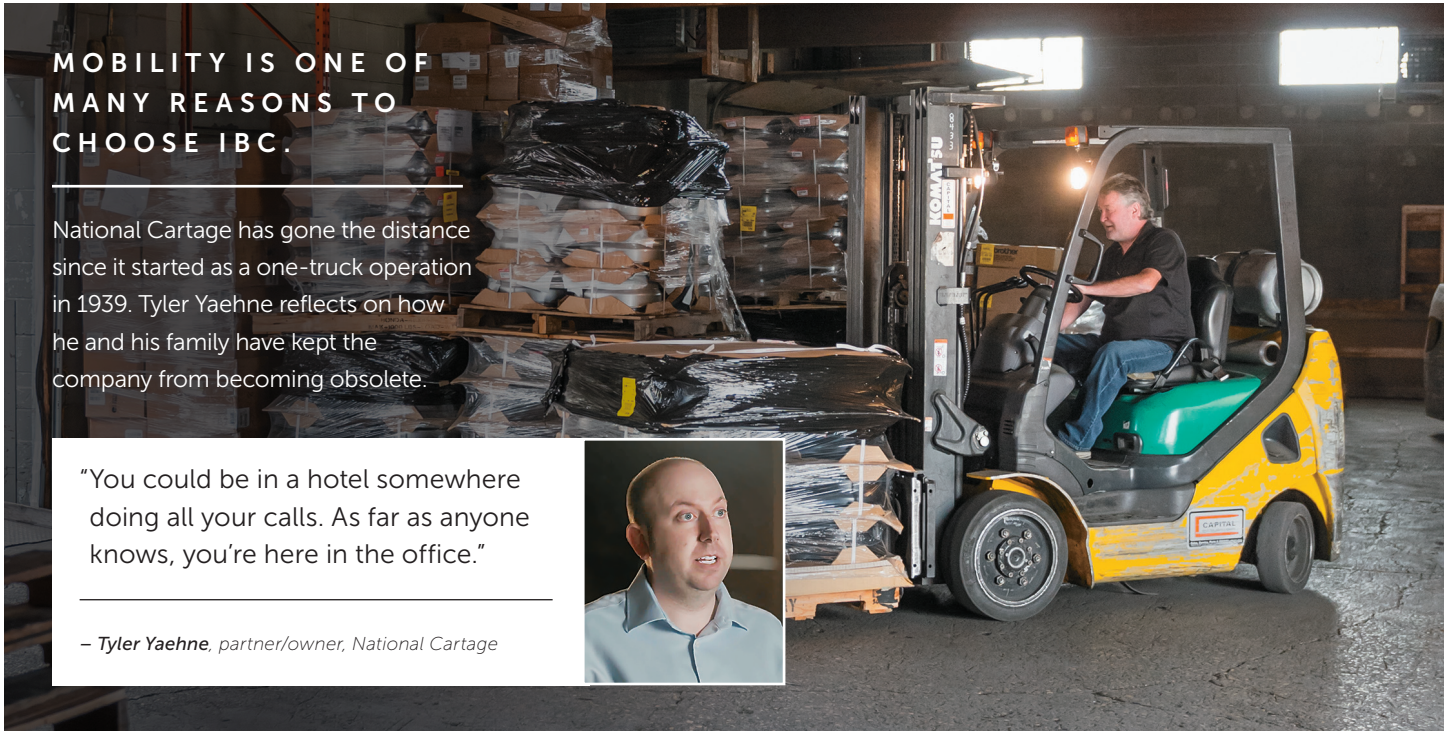
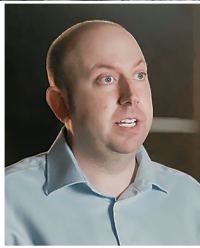
SASKTEL INTEGRATED BUSINESS COMMUNICATIONS (IBC)

MOBILITY IS ONE OF MANY REASONS TO CHOOSE IBC.

National Cartage has gone the distance since it started as a one-truck operation in 1939. Tyler Yaehne reflects on how he and his family have kept the company from becoming obsolete.

“You could be in a hotel somewhere doing all your calls. As far as anyone knows, you’re here in the office.”

– Tyler Yaehne, partner/owner, National Cartage



TYLER YAEHNE ANSWERS QUESTIONS ABOUT IBC

What were you using before you signed on with IBC?

Tyler: We’ve been using older technology for the last ten years or so. It was still working fine, but we heard there was a new system coming out, so we thought we should have a look at it. We don’t want our current system to be obsolete.

What was it about IBC that made you go in that direction?

Tyler: As soon as we saw the demo, I knew this was definitely something that would be very useful for us. The one feature that I really like about IBC is the mobile app. Thanks to everything being connected on the Internet, nobody knows that you’re not in the office.

Is IBC improving your after-hours availability?

Tyler: It definitely simplifies things having only one number for people to call. You can call the Regina number and get hold of people in Saskatoon or vice versa.

How do you find the quality of the service?

Tyler: Unbelievable. When we first started using it, we thought people actually sounded completely different because of how clearly they were coming through. The sound quality was that remarkable.

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Is it valuable to you that your software is always up to date, without you having to update it?

Tyler: It's great to know you always have the newest updates; you don't have to worry.

Do you think there'd be a benefit to using a tablet app?

Tyler: Actually, my dad uses the tablet app on his iPad as well. He runs the app on both his phone and his iPad, and basically just answers whichever one's closer. And then there's also a desktop client that runs on Windows or OSX, so you can use your laptop's webcam to take your calls.

Are there any other features you like using with IBC?

Tyler: Yes, (referring to User Alternate Name/Number Delivery feature) everyone has their own individual phone line but when they dial out it shows up as the main number. So that way if anyone is returning a call, the number they're seeing is the auto attendant number so they can get all the menu options. That's the number that's always been on everyone's business cards, and now that's the number people are seeing when we call out.

Has IBC made your monthly expenses more consistent or predictable?

Tyler: The unlimited long distance is a great feature that makes expenses more predictable. You never have to worry what the long distance is going to be.

If you were recommending IBC to other businesses, what would you tell them?

Tyler: Your phone call quality is going to be significantly better than it was before. Your long distance is included. You have the option to have the mobile apps, or you can have multiple phone numbers. If someone calls your work number, you can have it ring on your cell phone or on your phone at home. It's a lot easier to do business wherever you happen to be.

Why did you choose to go with a SaskTel solution?

Tyler: We've used SaskTel since day one. We've always had a great business relationship, great support. We've never considered going anywhere else. We'll always be SaskTel customers.

Do you think your needs might change over time?

Tyler: I'm sure they will. Business is always changing. So I'm sure, maybe five years down the road we'll need to do things a little differently. But it looks like SaskTel's able to accommodate anything we might need and that's fantastic. It's great knowing that we're not going to be left out in the cold wondering what do we do now.

Let's start a conversation.

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