



## **Unity Telecom wins Gold Award for Best Small Business Solution**

### **FOR IMMEDIATE RELEASE: November 25, 2008**

TORONTO, ON - Unity Telecom, a leading provider of IP-based business communications solutions won the Gold award for best small business solution from Computer Dealer News at their recent award ceremonies.

Unity Telecom provided West Hill Community Services with an IP-based, multi-site Unified Communications solution. The original requirement was to provide a communications platform that would create a single image environment across multiple locations, with centralized administration, while allowing for dramatic growth in the near future without adding significant cost when expanding.

The new solution consisted of a new Avaya systems, along with some upgrades to their existing WAN. The new solution initially replace existing equipment at the central site, along with a satellite site, allowing the two locations to operate as a single system. Part of their plans was also to include contingency for outages in the network by having a local line available.

West Hill Community Services has completed the addition of eight additional satellite sites, and has plans to add one more. Today, West Hill is currently deploying new sites on their own, with costs in the \$1,000 range, and a recurring cost of \$60/month. Future plans as West Hill continues deploy the technology, is to upgrade from the standard internet connection to a higher grade connection providing the needed reliability and performance to meet the expectations of their users.

The Unified Communications solution allows staff to access their voicemail through their choice of media, whether that be desk phone, cell phone, or on their desktop email client, whichever is most convenient. As part of their disaster recovery and business continuity plan, westhill has deployed IP based softphones and a VPN, which allows users to access the communications system anywhere they have access to a traditional IP connection.

For more information regarding CDN's Channel Elite Awards visit :

[http://www.itbusiness.ca/cea/CEA\\_PastWinners.html](http://www.itbusiness.ca/cea/CEA_PastWinners.html)

### **About Unity Telecom**

Unity Telecom is a full service communications company, providing consulting, design, implementation and support for best of breed IP -based business communication solutions. Unity representatives have sales and technical certifications on all the products the organization sells and supports, including Avaya Canada, AVST, Captaris, Cisco Canada, Panasonic Canada, and Polycom-Spectralink. With offices across North America and strong alliance partnerships with certified resellers, Unity Telecom is aptly able to serve businesses of all sizes. For more information visit the Unity Telecom site:

[www.unitytelecom.net](http://www.unitytelecom.net)

### **About West Hill Community Services**

West Hill Community Services is a charitable not for profit organization. For more information regarding West Hill Community Services visit our web site: <http://www.westhill-cs.on.ca>

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