Case Study

One Call, One System: A Provincial Healthcare Agency Unifies 14 Regions on Mitel

Solution at a Glance

- 14 regional telephony environments unified into one platform
- 9,700 users onboarded, including 2,800 contact center agents
- 9 months from mobilization to completion
- 30% projected run-rate savings over a three- to five-year horizon
- 99.99% system availability target, backed by geo-redundant failover

The Challenge: Fragmentation With Patient Impact

The agency's 14 regions each ran their own phone system: a mix of cloud platforms, on-premise Mitel deployments, and at least one Avaya environment, accumulated over years of independent regional decisions rather than a single architecture. Each region carried its own vendor contract, its own technical stack, and its own failure mode.

That fragmentation created real operational costs:

- Technical support stayed siloed by region, so expertise built in one office had no way to reach another.
- Aging equipment drove up maintenance effort and expense year over year.
- And because each system operated on its own, a single regional outage could take an entire patient population offline before anyone outside that region noticed.

The agency needed to consolidate. But consolidation had to happen without disrupting the services thousands of patients depend on every day.

The Solution: Private Cloud, Built for Healthcare Constraints

Following a comprehensive procurement process, the agency selected Sunco Communication and Installation, a national systems integrator, to lead the transformation on a Mitel private cloud subscription platform. Three requirements shaped the architecture:

Continuity and control

Geo-redundant failover between data centers means the platform keeps running even when one location experiences issues. Calls stay connected and patient access stays intact.

Data residency and compliance

Patient communications and data remain within Canada, meeting PIPEDA requirements and provincial health privacy standards. SOC 3-compliant infrastructure gives regulators the controls they expect to see.

Operational flexibility

The agency sets its own schedule for testing, validation, and upgrades. Patient-critical periods stay untouched by outside release calendars, and the subscription model converts infrastructure from capital expense to predictable operating expense.

Delivery Approach: Nine Months, Fourteen Regions

Similar public-sector telephony migrations typically run two to three years. Sunco delivered this one in nine months, through a phased migration executed in controlled parallel tracks: four cloud-based regions transitioned first, followed by nine on-premise Mitel sites, then the remaining Avaya environment.

Information-gathering, build work, and validation ran concurrently across multiple regions under a single core team, compressing the timeline by overlapping workstreams that a purely sequential rollout would have kept separate.

A structured "tech pack" for each region, built in Excel and shared through Microsoft Teams, gave every technician the same reference for contacts, system inventories, extension lists, and license assignments. Lessons from each completed site carried forward to the next, so the team's approach sharpened with every region.

Each cutover followed a documented plan: pre-migration internal testing, joint validation with agency staff, and repeatable failover demonstrations before go-live. The team hit target milestones across 13 of the 14 regions on schedule, adjusting the remaining region's timeline to keep the overall nine-month program on track.

What Changed

With all 14 regions on one platform, the agency now runs:

- Unified contact center routing. The 2,800 agents handling patient intake and care coordination work from a single platform with context preserved across handoffs, replacing a process that once required manual information transfer between separate regional systems at every step.
- Enterprise-level features, including AI-enabled intelligent call triage, deployed province-wide rather than region by region.
- Consolidated vendor management, replacing 14 separate regional contracts with one relationship.
- Enterprise e-fax service across every location.
- Mitel Performance Analytics and Mean Opinion Score diagnostics, giving the agency visibility into call quality and system health that the fragmented environment never supported.
- A customer portal and automated Power BI dashboards for ticket intake, status tracking, and auditable monthly reporting.
- A consistent experience for every worker, whether at a desk or moving between patient appointments.

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The agency projects run-rate savings of approximately 30% over a three- to five-year horizon once implementation costs are absorbed, alongside a platform built to add capacity and capability as regional needs evolve.

Delivery Approach: Nine Months, Fourteen Regions

This deployment stands among the largest Mitel private cloud implementations in North America, unifying 9,700 users and 2,800 contact center agents across 14 regions in nine months.

The approach applies directly to other public-sector and healthcare organizations carrying the same combination of distributed operations, regulatory requirements, and aging infrastructure: phased migration with parallel workstreams, a single source of truth for technical teams, disciplined risk management for number porting, and a governance model with clear escalation paths from day one.

The agency continues to work with Sunco to expand analytics, add integrations enabled by the private cloud architecture, and build toward capabilities like expanded telehealth support. The foundation, unified, monitored, and built for change, is in place for whatever comes next.

Connect with Mitel to discuss how a private cloud approach can address your organization's continuity, compliance, and scalability requirements.

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