

# Solutions for your communications evolution

## Background

With 10 branches, 21,000 members and an asset base of more than half a billion dollars, Spectra Credit Union provides innovative financial solutions to enrich its members, their communities and the credit union itself. Rick Matte, an Associate Vice President of Information Technology who has been with the company for almost 20 years, explains that Spectra uses technology to ensure its members have access to a comprehensive range of financial products tailored to their needs. Spectra is also deeply committed to promoting social development in the 10 communities it serves. In the past two years, Spectra has donated more than \$1 million to various community initiatives in southeast Saskatchewan, and allocated an additional \$1 million to the new arena in Estevan, Spectra Place.

## Challenge

Spectra is recognized throughout Saskatchewan for its groundbreaking technological initiatives and strategies, and even maintains its own IT department. Yet, as Rick notes, "we still had gaps in our knowledge, and there were areas in which we simply didn't have the resources to leverage some of the features of the technology we already had in place." Spectra turned to SaskTel to diagnose the state of their existing communications technology as well as to provide recommendations to maintain optimal performance of their core critical systems.

## Solution

Spectra already had a strong relationship with SaskTel, having contracted a number of SaskTel Professional Services. Teaming up with SaskTel was, Rick says, an easy choice. "It made perfect logical sense to use SaskTel because so many of our systems overlap and interact. When you talk about convergence technologies, it's absolutely imperative to work with a company who understands the big picture and does not just focus on one particular aspect, whether it be mobility or data or voice."

Together, Spectra and SaskTel Professional Services completed various comprehensive network optimization projects, including a conversion from 3COM to Cisco switches and a Cisco VoIP deployment. It was important to Spectra not just to change its technology, but also to ensure its optimization, as Rick explains: "We want to make sure we are getting our money's worth out of the technology we're using." Spectra also worked with SaskTel to set benchmarks for its technology to "verify that we actually did see the improvement we talked about." And the results? "It worked out perfectly," Rick says. SaskTel reviewed Spectra's technology configurations, confirming that the company was maximizing its investment in technology.

Asked about his experience with SaskTel Professional Services, Rick remarks that "it's been excellent." There are numerous benefits, Rick says, to using SaskTel as its single source communications provider, including exceptional pricing, increased return on investment and peace of mind as well as outstanding professionalism and customer service. But perhaps Rick's final words sum up the relationship between SaskTel and Spectra best: "We really do feel at the end of the day that SaskTel's recommendations, services and solutions are based on what they feel is absolutely the best for Spectra. That trust is there."



*"I'm confident we've received considerably more value from SaskTel than we paid for."*

**Rick Matte**  
Associate Vice President  
of Information Technology  
Spectra Credit Union