

Case Study

Transportation Leader Stays Connected



Unified voice and messaging across 25 locations enable transportation leader Canada Cartage to tend to every detail when managing the logistics of moving and storage for its brand name customers.

About Canada Cartage

Canada Cartage System is Canada's largest and most experienced specialized provider of fully-outsourced trucking fleets and complementary last-mile logistics solutions. With a mission to be the most respected and trusted outsourced trucking fleet managers, their customers rely on them to demonstrate professional representation, unparalleled dedication, accountability and leadership.

Canada Cartage's Challenges

The 25 Canada Cartage offices across Canada were experiencing challenges with their existing communications systems. Having reached capacity for their existing PBX system, a range of different systems and protocols challenged their ability to use the platform appropriately. Escalating costs and poor call quality from remote offices further contributed to the problem.

The Solution

Bridging all locations as if they were one, unified communications has provided a range of options for employees to talk and collaborate. From voice to chat to online meetings, a secure and reliable system has been implemented that works the same way in every office, warehouse and distribution centre. Highly secure and leveraging low-cost long-distance options, this solution has helped reduce telephone and travel costs.

The Rewards

By deploying unified communications to host its voice and conferencing capabilities, Canada Cartage has been able to improve operational costs by reducing its dependence on hardware-based IP PBX solutions, separate phone directories, and more. Training has been reduced due to the simplicity and consistency of the new system and call quality has improved, contributing to a more efficient operation.



Having a consistent tool like Office Communications Server for everyone to use across the business was a strategic advantage for us.

Director of IT,
Canada Cartage