



St. Michael's
University School



Fibre Internet

Customer Success Story: St. Michael's University School

"It's been smooth sailing since moving to iTel"

St. Michael's University School uses iTel Fibre to bring faster internet to their students and faculty.

St. Michael's University School (SMU) is an independent school of 980 students and 200 staff located on Vancouver Island. Prior to switching to iTel, they had a 100Mbps internet connection that was always running at over 85% capacity. iTel helped increase their bandwidth to 1Gb.

- Upgraded from 100Mbps to 1Gb for half the cost of adding 200Mbps
- Achieved goal of pushing 1TB through their pipe in a 24 hr period
- 0 hours of downtime, same great speed everyday

Challenges:

"Our 100Mbps pipe was bursting at the seams and we were running to 85% capacity 24/7. It was time for an upgrade so we began shopping around for quotes to add an additional 200Mbps of bandwidth to our connection. I came across iTel and challenged them to quote us as I thought I knew very well that kind of pricing they would come back with." said Rob Przybylski, IT Director at SMU.

The Solution:

"I was shocked with the pricing that iTel presented. Not only did they quote half the price compared to all other quotes, but it was for 5X more speed. They were able to offer us 1Gb Fibre for half the price it would have been to add 200Mb from the other guys."



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"Of course I was very sceptical - but after checking references and talking with iTel at length, I decided that it was just too good an opportunity and signed up."

The Results:

"The installation was scheduled and the dates never wavered. The transfer from our current ISP went very smoothly, and iTel was able to help with one hiccup caused by our old provider and made it right within hours! It has been smooth sailing for the last 6 months with no down time and the same great speed every day."

"The change is remarkable and our students couldn't be happier"

"We met our projected goal of pushing 1TB through our pipe in a 24-hour period many times now, and we have lifted most restrictions that we had to have on our old connection for our students. We are truly happy with the service and quality of the connection, and the biggest smile is reserved for my monthly budget figures. We will definitely use iTel again when we connect our second location and have no reservations about using the two connections for a full disaster recovery backup solution instead of a hosted server."

"Choose iTel - not only will the price astound you - their service and people are top notch!"

Rob Przybylski - IT Director
St. Michaels University School