



# Case Study - Reliance Home Comfort

## About Reliance Home Comfort

It's all about comfort. Their customers' comfort. Reliance Home Comfort has been providing affordable, reliable home heating, cooling, and hot water to Canadians for more than 50 years. Their 1.7M residential and commercial customers know they can count on them for fast, friendly, knowledgeable service and advice – and that's comfortable!

## The Business Challenge

Reliance Home Comfort manages many of their technical infrastructures internally. Contact Centers, Network and Telephony services are a big part of their Information Technology team's portfolio. During peak capacity periods, IT resources at Reliance have occasionally been unavailable to accept new business requests. Training, vacation and project work take them away from their day-to-day responsibilities. Realizing that they needed a stop-gap solution to seamlessly continue serving the needs of their business units, Reliance reached out to long time technology partner BrantTel Networks.

## The Business Solution

BrantTel Networks offers an array of Managed Services that are very specific in nature. Some are designed to add layers of visibility into technology, others are designed to help customers with their day-to-day challenges. Coverage Relief from BrantTel Networks was the answer, to augment the already strong team at Reliance Home Comfort with a capable technical resource from BrantTel, for these day-to-day requests from the business.

## The Business Outcome

Reliance's IT team benefitted from using a timely service that met and exceeded the business' expectations. Using a service like BrantTel Coverage Relief, Reliance continued to take requests from the business, and did not miss any technical steps required for a great experience. This is the benefit of using a Managed Service from BrantTel Networks, to augment a business' technology or in this case staff, to provide ongoing uptime and services for the business.

"BrantTel came back with a solution that was unique to our needs. This resource handled any request that the business threw at them."

Sergio Capitao, Manager, Telecom