



Deep Roots. New Solutions.

A longtime provider of telecommunications in Atlantic Canada for over a century, today's Aliant draws from a wealth of end-to-end ICT resources that serve public-sector clients across the region.

Aliant has been providing Atlantic Canadians with telecommunications services since the earliest days of telephones. Like the sector in which it operates, the company has evolved considerably since then. Today it draws from a base of well-rounded information and communications technology (ICT) professionals whom clients repeatedly turn to for trusted technology and business guidance. These subject-matter experts range from seasoned network managers and converged voice-and-data specialists, to technical consultants, business analysts, solution architects and software engineers. Aliant, together with **xwave**, provides a comprehensive offering that enables public-sector clients to 'one-stop shop' for targeted solutions that help them meet increasing demands for responsiveness and efficiency.

In justice and public safety, for example, the mobile-policing solution OnPatrol™ is helping to improve communication and productivity among members of the Cape Breton Regional Police Service. Using secure RIM BlackBerry devices connected via the Aliant Mobility cellular network, Cape Breton's officers can connect with dispatchers, access vital databases, and communicate with one another, as well as do all the other things BlackBerry users do: send email, check calendars, make phone calls.

Products and solutions in justice and public safety span a number of domains: police, fire, offender management, civic notification, and public transit. In addition to the OnPatrol implementation in Cape Breton, **xwaveCAD** for Fire has recently gone live at Kingston Fire & Rescue in Ontario and, closer to home, the Transit OnRoute system has been selected for implementation by the Halifax Regional Municipality (HRM) Metro Transit. Digitally linking public-transit drivers with central dispatchers via the Aliant Mobility cellular network, Transit OnRoute helps improve fleet safety and efficiency. Each Metro Transit bus will be equipped with a mobile

computer that provides constant schedule-adherence feedback to the driver and enables real-time communications with fleet managers. Using global positioning system/automatic vehicle location technology (GPS/AVL), managers will be able track the locations of all buses. The solution will also provide bus-arrival forecasts and journey-planning assistance for Metro Transit customers.

Shifting from public safety to healthcare, a particularly significant delivery for Aliant and **xwave** has been that of the Clinical Management System (CMS), an electronic medical record (EMR) and practice management (PM) solution for primary-care physicians. Researched and developed for more than a year by a team of 50 healthcare-technology experts at **xwave**'s offices in St. John's, the CMS is now being launched in Ontario. It is the only approved application service provider (ASP) solution of its kind in the Province, offering doctors GE Healthcare's award-winning Centricity® Practice EMR and PM software—all customized for the Ontario market and fully managed (training, updates, 24x7 helpdesk) by **xwave**.

Healthcare is a focal sector for Aliant and one that also encompasses a wide range of systems and solutions developed through **xwave**. One particular area of expertise is billing and adjudication: For the Newfoundland and Labrador Prescription Drug Program (NLPDP), the organization was recently chosen to create a solution to enable the Program's transition from batch-processing of claims to more automated real-time processing.

Workers' compensation is another area of focus—evident in projects such as MyAccount, a web portal being rolled out for the Workers Compensation Board of Nova Scotia. 'My Account' is a virtual private network (VPN) that will give the 18,000 employers registered with the Board secure, interactive access to various

services and forms, automating manually-intensive processes and improving service provided by the Board and by employers to employees.

In the energy and resources sector, recent initiatives include the MIRIAD mineral-rights solution, and the renewal of the outsourcing relationship with New Brunswick Power.

Working with NB Power since 1993, **xwave** provides the utility with full infrastructure support encompassing 25 services, from firewall protection and hardware procurement to server maintenance and a 24x7 helpdesk. The initial five-year contract for this outsource recently expired; NB Power has now renewed it for another three.

MIRIAD is the Mineral Rights Administration system, a web-based application created for the Government of Newfoundland and Labrador. MIRIAD speeds up the often slow, paper-intensive process of acquiring land tenure—a necessary part of mineral exploration. Using MIRIAD's mapped displays of the Province's terrain, geologists can quickly scan thousands of square kilometers of land, then use a credit card to stake claims online. Government administrators can process applications instantly, and check the status of all claims at any time.

Mineral tenure. Mobile policing. Clinical management. Public transit. While they are all very different solutions that represent diverse working environments, their common denominator is that they all make these environments more efficient, and in some cases safer, by improving the communication of the users within them. This is the essence of ICT: creating effective, reliable systems and software—and ensuring there is an effective, reliable and secure infrastructure to connect them. Together Aliant and **xwave** have the ground covered.

