



## Testimonial

### [ **Emergency solution saves the day for United Way of Calgary** ]

**CALGARY, AB** – May 6, 2008 — Picture the scene: You’ve come into work one morning and your phones have died. No one can call in and no one can call out. You have over one hundred staff dedicated to helping people in vulnerable situations, and who rely on their phones to maintain a lifeline. What do you do?

Len Francis, IT Director at the United Way of Calgary, faced this situation last month. Len gave Glenbriar Technologies a call from his cell phone. Glenbriar immediately dispatched a manager, who identified the problem as a power supply failure in their aging phone system. Unfortunately, this item had been discontinued years earlier. Glenbriar quickly determined that the part could not be repaired locally, and focused their attention on locating a used replacement.

After calling vendors across Canada and the US, Glenbriar was able to locate a used replacement from a vendor in Carlsbad, CA, who dispatched it overnight to Calgary. This still left the United Way with the prospect of at least 24 hours without a phone system. Glenbriar and United Way worked together on an emergency communications solution.

Among its many strengths, Glenbriar is Canada’s leading ShoreTel partner. Glenbriar’s Business IP Telephony Solution combines ShoreTel phones, switches and software along with a dedicated project and technical team. Using its ShoreTel demonstration kit, “a fully functional IP PBX on wheels” and 20 handsets from stock, Glenbriar deployed a complete IP phone system to the United Way from scratch within one hour of receiving the call. Two hours later, reception was fully functional on ShoreTel phones, with 20 priority users added immediately afterwards.

Lines of communication were promptly re-established. While this initially meant a busy time for the receptionists, who took messages and e-mailed them to staff, the workload eased as additional handsets were deployed. When the replacement power supply was delivered, Glenbriar had the old system re-configured and back up in a couple of hours. The old system was monitored closely for 48 hours, with the ShoreTel equipment remaining on site in case of a repeat failure.

“Glenbriar really bailed us out of a tough situation,” noted Mr. Francis. “From zero to fully functional business phone system in two hours is nothing short of remarkable. We really appreciate their efforts, and so do our clients.”

“It’s all in a day’s work for us,” noted Gareth Davies, Manager of IP Telephony for Glenbriar. “If the legacy system had been ShoreTel, with its continuous hardware warranty, distributed architecture and hot swappable components, we could have had the system back up in minutes instead of hours or days.”



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#### *About United Way of Calgary*

United Way of Calgary and Area recognizes the importance of responding to people in crisis and understands that we must do more. United Way works to identify and tackle the underlying root causes of social issues to help make our city truly great for everyone. United Way funds agency programs while engaging volunteers, business and government to identify the most serious human service issues in our community and to determine the best way to address them. United Way serves Calgary and partners with Cochrane, High River, Okotoks and Strathmore to identify their regional needs and invest in local programs and initiatives that make the maximum impact. By forming local, volunteer-led partnership committees, United Way ensures funds are invested where they are needed most in the community. See [www.unitedwayofcalgary.org](http://www.unitedwayofcalgary.org) for more details.

#### *About Glenbriar*

**Glenbriar Technologies Inc.** (CNQ:GBRT) is a leader in Enterprise IT Innovation for small and medium businesses. Glenbriar integrates information technology, voice and software strategies in a number of market verticals spearheaded by an internally developed Managed Infrastructure Services (MIS) approach. See [www.glenbriar.com](http://www.glenbriar.com) for more details.

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*The CNQ has not reviewed and does not accept responsibility for the adequacy and accuracy of this information.*

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