

Environment Canada

DELIVER ACCURATE WEATHER FORECASTS ACROSS CANADA



Overview:

Environment Canada provides five day weather forecasts and weather warning for over five million callers each year. Using Interalia's XMU+, XMU and MMU2 systems in various locations across Canada, Environment Canada promptly delivers specific weather information and warnings for almost any region in Canada. Callers can receive the updates at any time by calling an interactive telephone line, or listening to a broadcasted radio frequency. Farmers, Truckers, Tourists, Pilots and the General Public are some of the people that rely on Environment Canada's accurate weather forecasts each day.

Problem:

Over the past 15 years, Environment Canada's needs have changed in regards to what services they provide, and how they deliver them. Initially callers could only receive basic weather information over a telephone line. These lines were not interactive so callers had to listen to a lot of information before getting to the specific region they wanted. Eventually the weather forecasts were broadcasted over a radio frequency so people driving in their cars, or without telephone access could hear the information. As the system evolved, weather forecasts were provided over a telephone line with customer interaction; allowing customers to quickly select the region they want. Now Environment Canada offers customers interactive phone information, and radio broadcasts from the same technology platform.

Solution:

For the last 15 years, Interalia has worked closely with Environment Canada to design solutions that automate most, if not all, of the weather forecasts across Canada. These solutions enable Environment Canada to provide easy communication between their offices and staff nationally; and deliver excellent service to their clients.

The Interalia design team has adapted various Interalia products to Environment Canada's specifications including the: MMU2, XMU, XMU+, Alarm Module and DAS. By modifying these products, Environment Canada has reduced the manpower required to provide the weather broadcast service; and they have eliminated most equipment malfunctions (because all the Interalia products are fully compatible with the existing Environment Canada's transmitters). The Interalia products have helped Environment Canada save money, increase productivity, reduce staff workloads, and be more responsive to their clients.

Company:

Environment Canada has been around for 100+ years and is in the business of providing accurate weather forecasts for people all across Canada. They have approximately 1500 employees in over 50 locations across Canada.

Questions? Visit www.interalia.com or contact us at:

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