



THE CANADIAN SCHOLARSHIP TRUST PLAN

Peter Lewis, Vice President, Plan Administration

Business: Management of R.E.S.P. plans. Located in North York

Upstream Works' products have been in use since November 2001. Future applications include outbound campaigns using the Upstream Works 'EasyReach' automated outbound dialing application and Web integration with Upstream Works' Cobra Multimedia Internet Interface.

Perspective: "They delivered exactly what we needed. Our call centre staff love the Upstream Works solution. They consider the integration to the Upstream Works' CTI solutions as a very positive improvement that helps make their jobs easier."

"Canadian Scholarship had a really tight implementation window, but the Upstream Works staff were very responsive and met all their objectives. Upstream people know their stuff and the related telephony environment. Any minor issues that did arise during the CTI implementation were acknowledged and quickly addressed."

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