



background

The client is a leading UK charity who help greatly improve the quality of life of those affected by multiple sclerosis. It funds important research, spreads awareness of MS, provides care centres for those affected and gives training to MS carers. It has 4 national centres, a network of 350 regional branches and a number of retail shops.

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the business challenge

Before our intervention, the client was using an outdated phone system that wasn't giving callers a good enough level of call quality for the types of calls being made. It had a limited number of features available for the charity to use and was inflexible so the charity's work was highly restricted.

They wanted a modern phone system with some call centre functions that would support its reputation as an organisation with great resources and a caring nature.

To match the requirements of the client, we decided to install a modern IP phone system that was flexible and scalable. They also wanted an infrastructure that would allow them to communicate through voice, data and video conferencing in all its offices. As the client was a charity, keeping costs to a minimum was a main concern so they wanted to make sure that the new communications infrastructure was cost-effective, reliable and long-lasting. Their IT team didn't have experience in selecting a long term partner so they could not ensure the selection of the best network technology. Consequently, we were contacted to step in and facilitate the process.

the solution

We worked closely with the client to ascertain what was most important to them. They wanted a solution that was easy to use, scalable and had efficient disaster recovery. Thus, we discerned that a VoIP solution was the most advantageous option for them and suggested a new MPLS data network so that they were able to support voice, data and video conferencing.

This new infrastructure meant that they were able to converge voice and data, supporting any future changes that might occur as a result of developments in the organisation.



the result

The new system marked a huge departure and improvement from their old telephone system. The old system was unable to unite all telephone users under a single network, meaning that people who worked from home and people who worked in the office were using entirely different phone systems. People who worked from home even had to use their own personal home phone numbers when dealing with callers.

Due to the installation of the hosted VoIP solution and MPLS network, office and home workers were united under one communications network that was contactable on an extension number. This system has given the charity an infrastructure that supports the work that it does and gives them enough flexibility to support future developments. It also means that remote/home workers are now part of the solution and as such they feel far more connected to the organisation as a whole. Many of these users suffer from multiple sclerosis and are unable to work from an office location so this was a real benefit of the solution. A number of the inbound calls received are from people who have just found out that they suffer from multiple sclerosis and so the ability to connect them to someone who has been through the same emotional journey is incredibly important.