

## → CASE STUDY 🔍

### North Devon Hospice

North Devon Hospice are a charity that provides specialist care and support to people who are affected by a life-limiting illness.



#### BUSINESS CHALLENGE

- Driven by the continuing frustration of having an outdated telephone system and faulty handsets with different handsets across the sites, which lead to all sorts of training difficulties for staff who would work on more than one site, North Devon Hospice went to tender for a new telephone system.
- The requirement was for a telephone system that would deliver a consistent user experience for head office staff, the 12 plus charity shops and homeworkers and additional functionality that was not available on the outdated system they were using. Being easy to use was a key requirement as many shops are staffed by part-time, retired, volunteers who may not always have another member of staff to offer help on site.

“ SCG are a pleasure to deal with, they took the time to understand what we needed to achieve, were helpful and informative right from the start.

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#### THE SOLUTION

The solutions connected the 96 extensions across the shops with the head office, where two main telephonists handle Inbound calls. Telephony to the shops is delivered across ADSL connections and the ISDN lines at the head office were replaced by 30 SIP trunks delivered over a 20MBs fixed, synchronous, uncontended service. Configured primarily for voice, this connection also provides a much needed back-up service for the data pipe that was already on site.

#### THE BENEFITS

Common features and functionality across all sites means that for North Devon Hospice users moving between sites is easier. Remote diagnostics means SCG are able to quickly and effectively respond to any support requests, reducing the need for staff to be on site to meet engineers

North Devon Hospice have a system that is cost effective and future proof. Significant time spent in the past training staff on the multiple handsets is eliminated, support is central and can be provided remotely and the system has many new features that save staff time on a daily basis.

The management experience has been improved with central management of telephony across the organisation; Speed dials and other service code