



CASE STUDY:

Charity Support Centre Relocation

The charity were coming to the end of a long term contract with its previous service provider, BT and rather than simply renew, as had always been the case, felt it was time for a review.

Like most charities, Help Harry Help Others has a complete communications infrastructure encompassing numerous telephone lines that have built up over the years, as the number of staff increased.

As well as the consideration of scalability for when new staff came on board, the charity were often left on the backfoot with the increasing amount of incoming calls to the charity. They required a queuing system, where callers could be on hold waiting for the next representative to answer.

Overall, Help Harry Help Others felt the previous service BT offered, whilst on the face of it seemed competitive, did not offer the resilience and flexibility needed, with many hidden costs and complex call bundles.



Charity Profile

Founded by Harry's mom Georgie Moseley, The Birmingham Drop In Cancer Support Centre is part of the Help Harry Help Others Cancer Charity (www.hhho.org.uk).

The Centre has been created based on the Moseley's own journey with cancer and aims to offer every type of support required outside of treatment. The Centre offers a 'home from home' environment to patients and anyone touched by any type of cancer. Outside of hospital treatment, people feel quite isolated and vulnerable and sometimes need extra support because of how the cancer diagnosis has impacted on their lives.

Whether you want to visit and have a cuppa with someone who truly understands what you are going through, or you need housing advice, benefits advice, financial advice or counselling the Centre offers all services and the beauty is that everything is accessible from under one roof.

The Centre also boasts a holistic therapies room which also offers bra and wig fitting service for our ladies going through Cancer.

Background

Georgie Moseley (Founder) of Help Harry Help Others approached Midshire as the charity were looking to move premises to a new location in Birmingham.



Georgie Moseley

(Proud Mum & Founder)

“ Just a note to say how lovely both Engineers were. They have come in on both occasions being both polite and professional and undertook their work with no disruption to us here at the Cancer Centre.

Excellent installation and service and I will highly recommend Midshires to anyone looking for such a service.

The Solution

It is quite common for most charities over the years to build up numerous legacy telephone lines and rental charges, that either become inactive or are just no longer required. Help Harry Help Others are no exception to this, so part of the project was to identify these legacy lines and remove them to reduce costs.

Only once that process had been completed could the next step be implemented which was to transfer the legacy telephone lines over to VoIP.

Further reductions were then made with the introduction of a Samsung OfficeServ 7030 telephone system. The charities existing telephone lines and numbers were migrated over to IP Telephony, making the solution a cheaper, yet more efficient and resilient alternative. Furthermore, the new solution was scalable, making the addition of new staff members and handsets easier.

Unlike before, there was now a call queuing system so if the charity received an influx of calls, there was no longer an engaged tone.

Midshire worked closely with Help Harry Help Others to make use of the charity's expertise in communications technology to deliver these improvements.

Finally, with consideration to the new office location being a flood risk in adverse weather conditions, with the new Samsung OfficeServ IP Telephone System, calls can be easily diverted to handsets in a different location or mobile, ensuring the firm is available, always.

Management of its entire telecoms estate has become more straightforward, freeing staff to focus on other service priorities. Users are already commenting on the improved service, giving Help Harry Help Others confidence for the future.

Donate

There's lots of ways you can help Harry, and every little thing will make a real difference. So spread the Harry love, and join!

Website - www.hhho.org.uk

Just Giving - <https://www.justgiving.com/hhho>