

Case Study: NHS Luton

VTSL generate savings and increase productivity for NHS Luton with their hosted IP telephony solution

What was needed?

Cost was the number one factor when choosing the right telephone solution for Marsh Farm Children's Centre. As the IM&T Project Manager for NHS Luton Malcolm Tovey put it: "Cost is always a determining factor, even more so with today's financial challenges." A flexible and future-proof system was a crucial requirement as well, and it had to be adaptable to changes in the NHS without the need for any additional investment in infrastructure in the future. It was also important that the solution not require any future resource or support, as the support resources may not be available in the future.

The multi-agency children's centre called for a telephony package that could charge its users with pinpoint accuracy for their share of the monthly call spend, whilst fully supporting the hot-desking and mobile work patterns of the staff. Users needed seamless access to their individual telephone directories and services, irrespective of the phone they were using.

VTSL provides an ideal solution

VTSL installed their hosted service across a 1MB connection on their private access network thus ensuring call quality and concurrent call capability during peak times. Two different Mitel handsets were supplied: the Mitel 5312 for desktop users, and the Mitel 5324 for receptionists—supported by 48 key programmable modules for transferring calls to other groups. In addition to the standard call features, Marsh Farm chose to enhance their system with voicemail, mobile twinning, auto-site attendant and call logging, giving them a user-friendly package that would meet all their communication needs.

A positive result

Once Marsh Farm Children's Centre had approved their tailor-made telephony package, the VTSL engineers got to work installing the new telephone system. Malcolm Tovey recognised the speed and efficiency with which the hosted solution was set-up saying, "I was pleased at how quickly the telephony service was installed. Once the connection to VTSL's private telephony network was up and running, it was literally a matter of unpacking the phones and plugging them into a data point on each desk." With the installation complete, VTSL carried out training for the staff. Mr. Tovey commented, "Training for the administrators and users highlighted the intuitive nature of the management portal and the user-friendliness of the phones. I was very happy with the solution from VTSL and would happily work with them again."

The VTSL Hosted IP Telephony system delivered significant overall savings to Farm Marsh Children's Centre having achieved a reduction in monthly recurrent costs of 57% for the Sure Start and Butterflies Nursery alone. Spending less money on telephony means these services have more money to spend helping children in the local community—a truly positive result for all.

"VTSL's Hosted Telephony was chosen because it was the only solution that met all our criteria."

- Malcolm Tovey, Project Manager, NHS Luton