



CASE STUDY

SOUTH LIVERPOOL HOMES

South Liverpool Homes (SLH) is a housing association, managing around 3,700 UK homes. They are more than just bricks and mortar; aiding the community by tackling anti-social behaviour and building skills.



DOING THINGS DIFFERENTLY

SLH were the first housing association to create a shared services model to provide central IT services to other housing associations, enabling them to increase resources, streamline services and make money to put back into the organisation. Britannic's comprehensive maintenance and management of their Mitel communications platform underpinned their service.

SEAMLESS COMMUNICATIONS

SLH chose us to maintain and manage the telephony estate, contact centre and business continuity fail over network. This freed up their IT team to focus on other areas. We worked closely with them to discover their business objectives, and explained how our technology would assist them.

HAPPY CUSTOMERS

15 agents handle enquires such as rent, finding a home, repairs and reporting anti-social behaviour. The Mitel Contact Centre IVR enables customers to get through the right department, reducing waiting times and frustration. Agents identify callers with a CTI screen pop integrated with the CRM system which presents the customer's details and history so the enquiry can be dealt with efficiently and effectively.

SAFE AS HOUSES

We provided a business continuity solution with two telephony networks. One based at SLH, the other at Cobalt Housing. If either network fails it switches over to the other without any interruption in service.



CARING FOR THE COMMUNITY

“One of the options on the IVR contact centre is not what you would expect with a housing association, it connects directly to their rent or neighbourhood officer. SLH provide a local community shop, The Market Place. The shop's supplies come from the food charity Fareshare, saving food from going to waste and Grow Speke which is an urban community garden set up by SLH and Groundwork. A recent event from Grow Speke was a community cooking event to teach tenants how to cook healthy meals with the ingredients that can be found in the Market Place shop. They are proving very popular with the tenants because a chef provides a live demonstration of what to cook and how to do it.” - David Chatterton, Head of ICT, South Liverpool Homes.

THE TECHNOLOGY

MANAGED SERVICE

We optimise current technology and how SLH can take advantage of developments for business growth.

MITEL CONTACT CENTRE

Evaluation reports and call monitoring help schedule Cobalt's agents, identify training needs and plan for campaigns.

SEAMLESS COMMUNICATIONS

Direct routing of calls improved customer experience along with improved internal and external communications.

DIGITAL TRANSFORMATION

SLH plan to extend digital capabilities by integrating their front and back end office systems and introducing more disruptive technologies such as automation and artificial intelligence into the contact centre for self-serve.

This would empower them to introduce more ways for their customers to self-serve. Taking the pressure off agents and meaning that menial processes were carried out by technology.



“BRITANNIC ARE BRILLIANT, THEIR MANAGED SERVICE IS SECOND TO NONE AND THEIR THIRD LINE SUPPORT IS AMAZING.

They provide us with regular updates, seminars with suppliers and I was blown away by their annual conference (Convergence Summit).”

DAVID CHATTERTON,
Head of ICT,
South Liverpool Homes

BRINGING IT TOGETHER

As SLH continue their digital transformation journey, they want technology that works in harmony. Making a difference to both employees and customers. Making South Liverpool the place to be! They have laid strong foundations with their new contact centre and maintenance contract; now they are ready to go on and improve the customer experience further.

TALK TO THE SOLUTIONS PEOPLE

We know a thing or two about solving business problems.

Since 1984, we've been matching business problems with the right technology solutions. Creating opportunities for growth, adding value and helping businesses disrupt their market. Digital transformation isn't for the faint hearted, but luckily it's not a journey your business needs to do alone. Get smart.

BOOK A DEMO WITH A MEMBER OF OUR TEAM TODAY!