

UP

CASE STUDY

Healthcare

“Oxleas has been delighted with the performance of the Ericsson-LG CM 10000 system. You’ve got two global brand names Ericsson and LG combined to deliver a package and it just fills me with a lot of confidence that we have chosen the right solution and that solution is going to work for a long time to come.”

John Forrest, Head of Estates, Oxleas



CASE STUDY



The Customer

Oxleas is an NHS Foundation Trust providing community health, mental health and learning disability services. Oxleas have a workforce of around 3,500 across 80 sites in a variety of locations across the London Boroughs of Bexley, Bromley, Greenwich and Kent.

The Challenge

With a large workforce across multiple locations, Oxleas were looking for a communications system that would enable:

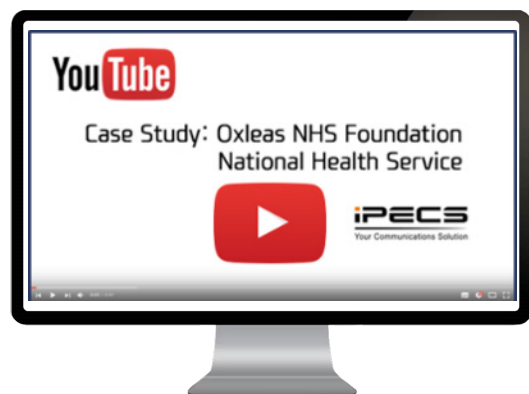
- Hot desking across all sites allowing employees to work at any site and take their extension number with them
- Reduce high telephony costs
- Increase collaboration, efficiency, making it quicker and easier for staff to communicate and share ideas
- A resilient system with failover to ensure constant connectivity
- Solution to be installed separately to the existing IT Network

The Solution

- iPECS CM phone system enables every staff member to access the same features and functionalities regardless of their location
- Dual CM systems for geographical redundancy – providing a highly resilient solution
- Latest technology, SIP trunks to replace traditional technology reducing call costs
- Over 3000 IP handsets with hot desking capabilities enabling staff to access personal settings at any phone across the sites
- Simple to use online conference rooms for remote workers and on-site staff to dial in on

The Benefits

- For the NHS it is imperative that staff are always able to communicate as lives could be at risk, having a resilient private cloud solution, means in the event of a disaster, Oxleas will always be connected
- Hot desking has revolutionised the day to day work for staff. Those travelling to different sites can access their own user profile, such as extension number through any iPECS handset - improving efficiency and internal communications
- A game changer to Oxleas is that staff can now set up their own telephone conferences with no effort, dragging up to a hundred users internally or externally into a conversation
- From using the latest technology, this has not only delivered reduced calls costs but is a flexible solution that can react to the needs of the NHS in the future



Watch the video case study: <http://bit.ly/2q2PvRX>



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