



How to extend functionality to volunteers homes without disruptions to service.

Case Study

Introduction

Age UK is one of the country's largest charity dedicated to helping everyone make the most of later life. We provide companionship, advice and support for older people who need it most. Age UK Hammersmith and Fulham is a local branch of the national network.

The Client's Challenge

Our work is heavily based in our Activity centre and requires speaking daily with persons and organisations within the community. As well as providing clients with activities, advice, services and information, some of which are delivered by dedicated volunteers. However, due to the current pandemic, this proved difficult, as employees and volunteers were not permitted onsite, but rather would need to work from home.

This would require making and receiving phone calls from their personal mobiles and or home phones, posing both financial and security issues. The financial challenge came, as some of our members did not have the minute allowance within their personal mobile/landline tariffs and were not able to cover these costs. This, in turn, would have incurred additional expenses for Age UK Hammersmith and Fulham to reimburse phone bills. There was also the difficulty to manage the significant increase in telephone calls from concerned residents.



Client:
Age UK Hammersmith and Fulham

Website:
www.ageuk.org.uk/hammersmithandfulham/

Client Industry:
Charity

What we delivered:
Horizon Collaborate

Key Results

- > The application utilises the current system and Age UK H&F existing telephone numbers.
- > Can be used on either a laptop, desktop or on personal mobiles thus allowing calls to be made free of charge.
- > Displays the Age UK H&F's main number to clients and NOT mobile or personal or unknown numbers therefore they answer the phone.
- > No need to source pay as you go SIM cards or mobile phones – this in itself was a vast cost saving.





Case Study

Time Management And Expenses

The Horizon Collaborate solution has genuinely helped save time, money and improve our ability to still provide a key service to clients, when they need it the most. For instance, although calls could automatically be forwarded, they could not be transferred to an employee's mobile, as and when required. The intended call recipient would then have to be emailed, so that the caller could be contacted. With this app, an employee can seamlessly receive and make work calls to and from their mobiles. It allows staff and volunteers to flexibly login and out of the main telephone system with all the features and functionalities including call transfer and conferencing. Thus, ensuring that no additional expenses would be incurred.

Implementation

As soon as we decided to proceed, the solution was delivered and implemented efficiently. Our telephone system was updated remotely and working within the same day. The EVAD team answered all the "101 questions" that I had and ensured that I understood what was happening each step of the way. I was given one to one training on how I could get more out of the system, which was supported by useful manuals.

In addition, to assist in processing the mountain of phone calls we receive, EVAD programmed the system to include a customised welcome message. We also now have a call queuing function which helps to inform callers of our services and notifies them of their position in the queue. This helps us to manage the demand rather than simply allowing calls to go voicemail. Call statistics are also available to identify the number of calls which we receive, what calls were answered or missed and due for a call-back.

The whole process has been really simple, and it has helped us especially as a charitable organisation to work more efficiently, particularly during this time of crisis.

"The team at EVAD were brilliant! They genuinely wanted to help us find an effective solution within our budget. I was honestly impressed at the cost and how quickly everything was done."

Andrina McCallum
Digital Inclusion Project Coordinator
Age UK Hammersmith & Fulham

