

Salix Homes

A former arms-length management organisation operating on behalf of Salford City Council, tenants voted in 2014 for Salix to take over ownership of their homes. In 2015, the not-for-profit organisation became a stand-alone housing provider, inheriting old incompatible systems and technology with mostly voice communications, siloed-working, poor customer experience and little consistency of reporting and tracking customer engagements.



CRM MS Dynamics Integration

Merging of new and existing systems, ensuring no data loss through transition.



Chatbot Integration Enabled

AI chatbot implementation, resolving and directing simple enquiries



Intelligent Managed Services

Overall ownership of service with options for on-site support.



Future Proof

Latest technologies ensuring long life performance

Challenges

1. Legacy technology systems
2. Cloud first strategy
3. Budget limitations



Solution

With several critical projects running in tandem, Salix was keen to appoint a single supplier to provide an omni-channel contact centre solution in line with its 'Cloud-First' strategy. FourNet's award-winning Agile Cloud solution fitted the bill perfectly. The cost-per-user model was ideal, enabling agile working for staff and enhanced security. The Enghouse Interactive omnichannel contact centre solution delivered intelligent, fully integrated communications to improve customer experience. Whether agents are in the office or working from home, they have the tools to handle customer enquiries efficiently.

Integrating Teams into ANTENNA was by far the best option to achieve seamless collaboration across Central Government Departments and to enable across-the-board remote working, where required. There was no better way to achieve what Number 10 requested, and there have been no drawbacks and many benefits.

