

Walsall Housing Group

WHG has 20,000 properties on its books, with plans for that to rise by 10,000 homes by 2024. It's also one of the UK's leading house builders, creating nearly 450 new homes last year across 16 local authority areas in the West Midlands.

Around 4,000 customers are registered for self-service options, but whg was keen to improve its handling of customer enquiries with further digital options.

Challenges

1. Budget constraints
2. Need for improved security
3. Flexibility to respond to user requirements



Solution

FourNet won a 5-month tendering process, via Crown Commercial Services framework, to replace WHG's contact centre and legacy telephony platform which was unable to cater for email or webchat interactions. A new unified communications telephony platform, based on Avaya IP office, provides a mix of desk phones, soft phones, and mobile user capability and incorporates Enghouse QMS call recording solution. With 600 users on the platform, agents and back office staff can view all interactions on a single pane of glass, with the system fully integrated into WHG's MIS housing management system.

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|  Managed Solution |  Future Proof Solutions |  PCI Payment Integration |  Number Migration |
|  Cost-saving SIP |  MIS Housing Integration |  APN Data Integration |  Client CITRIX Support |

