

Case Study



inbay

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NAPA Connect to a Small Business Hosted VoIP Solution

Company: NAPA

Supplier: Voicenet Solutions

Reseller: Inbay – Centre of Excellence

Product: Hosted VoIP

The Business Background

Charities are leading the way in adopting new technology in order to help increase efficiency and ultimately save money. Hosted VoIP technology now offers advanced telephony solutions for companies and budgets of all sizes.

NAPA is the only voluntary organisation in the UK dedicated to increasing the profile and understanding of the activity needs of older people. Based in London, NAPA is a small charity that works across the country to equip and advise staff on best practise skills to enable older people to enjoy a range of activities whilst living in care settings.

Telecommunications is a key aspect of the charity's advice and helpline service and an essential part of dealing with the needs of different care settings. Having a quality telephone system is therefore business critical.

The Challenge

The charity's previous telephone system was a basic BT exchange, which was only installed a couple of years before. But NAPA was moving to new offices and saw it as the perfect opportunity to install a telephone system

that could grow with the organisation. NAPA needed a system that was scalable for possible future expansion and more advanced to deal with the increase in incoming and outgoing calls.

NAPA stated they received more calls than they make with all members of staff quite regularly being on the phone at

any one time. They therefore needed a solution that would easily take messages at any time of the day, as well as offer remote access for message logging, caller ID and playback.

Furthermore, staff needed to be able to work from home more readily and effectively, but be contactable as if still in the office. Though whatever features were available, it was agreed that the cost effectiveness of the solution was of paramount concern.

**“We have already seen
call costs cut by 66%.”**

Sylvie Silver, Strategic Director of NAPA.

The Solution

NAPA asked their IT Specialists and Voicenet Solutions Centre of Excellence, Inbay to recommend the best solution available to their budget, infrastructure and organisational needs.

Inbay offered the hosted VoIP package VNcomplete, which delivers a full business package, including Cisco phones, call bundles and all the advanced features available such as Caller ID and call queuing as standard. Hosted VoIP also easily allows staff to work from home by connecting to the office phone network over the Internet and using their normal extension number remotely. It was agreed these features would help deal with more calls and enhance much needed inter company connectivity.

Furthermore the payment structure was spread across the term of the contract in a per seat (per person) monthly fee, which enabled the charity to manage costs more easily. Once the decision was made for VNcomplete the phones were installed and ready to go within 24 hours of moving in.

Benefits

Within the first three months NAPA had cut call expenditure by two thirds, which for any organisation, not just a charity, is a significant amount.

The cost savings, though obviously important, were not the only benefit the charity experienced. NAPA offers an advice and information service to the public, since adopting the hosted VoIP system the benefits became obvious. The main employee who mans the service became housebound, through injury, for 6 weeks and NAPA simply couldn't afford to hire extra staff. The hosted solution allowed for reliable remote access meaning office calls can be answered seamlessly from remote premises. This enabled NAPA to continue business as normal with minimal upheaval and no additional costs. Furthermore messages and calls are now handled more efficiently and therefore many more people can be re-contacted.

Another benefit is if previously there was a problem with the phones, NAPA would have to wait for an engineer to come to their office to even diagnose the issue. Now, because the system is hosted, all maintenance checks can be completed remotely, usually before the customer is even aware there is a problem, thus cutting call-out charges and worry.

Customer Comment

"We have already seen call costs cut by 66%. We will invest the money we have saved into better IT support systems."

Sylvie Silver, Strategic Director of NAPA.

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