

Teign Housing



At a glance

- Enterprise Contact Centre
- Oaisys Call Recording
- Easy-to-use Unified Communications
- Integration with third party applications
- Improved call handling and collaboration
- Automated business reporting
- PCI compliance
- Increased system resilience
- Automated processes with Outbound SMS
- Reduced total cost of ownership
- Ease of system management



Users are empowered with richer functionality by deploying Mitel Unified Communications and Enterprise Contact Centre, allowing social landlord Teign Housing to achieve seamless integration across critical business applications and delivering exceptional tenant services.

Challenge

Teign Housing manages over 3600 homes across South Devon, from Dartmoor National Park to Newton Abbot, Teignmouth and Dawlish.

The organisation was frustrated by the lack of integration between their existing telephone system and critical business applications, including their housing management system. Aiming to deliver on its community pledges and service standards, Teign Housing needed a strategic technology solution which would enable them to empower all their staff to significantly improve the tenant experience.

With cost, advanced functionality and integration as key criteria, the housing

provider issued a competitive tender for their IT, networking, mobile and contact centre requirements.

Solution

Incom-CNS undertook a comprehensive audit, including a discovery process to identify the integration requirements, KPIs and emergency procedures, together with a full operational review across the asset management and contact centre teams. Incom-CNS recommended Mitel's Unified Communications (UC) and Enterprise Contact Centre (ECC) solution with Oaisys Call Recording for total integration, rich functionality and scalability.

The solution supports 130 extensions, including voice and data provision for 80

"Incom-CNS went above and beyond to ensure we had a solution that would not only meet our current requirements but was also future-proofed. We wanted a supplier that we felt would continue to support us after deployment and become a long-term partner. We are extremely happy with Incom-CNS and would not hesitate to recommend them to other housing providers."

Karen Johnson, Head of Customer and Corporate Services, Teign Housing.



Teign Housing

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people at its Newton Abbot headquarters and 20 users at Teign's shop located nearby. The deployment also supports 20 mobile workers and the contact centre with comprehensive contact centre management, call reporting and internal call distribution.

Critical business operations

With critical business and tenant data locked within departmental silos, Teign Housing wanted to achieve a 360-degree view of tenant interactions, in order to significantly improve the customer service experience - a key requirement of its strategic business plan. The integration was also vital to enable Teign Housing to meet its SLAs, community pledges and achieve compliance with the VfM standard.

Of equal importance was the provision of a scalable, easily managed platform supporting voice and data connectivity to 130 extensions, including a nine-seat contact centre, 20 mobile workers and Teign Housing's local drop-in office.

A different approach

Incom-CNS undertook a detailed audit of the requirements, including a discovery questionnaire to identify their strategic objectives, integration requirements and KPIs. Incom-CNS also liaised with Orchard Systems to understand the integration requirements of the asset management system and observed Teign Housing's day-to-day operations, including the contact centre.

Karen Johnson, Head of Corporate and Customer Services at Teign Housing, comments, *"It was clear from the start that the Incom-CNS approach was different. They invested a considerable amount of time building a complete picture of our requirements. This meticulous approach*

detailed well with our way of operating and gave us complete confidence that the solution would be fit for purpose now and into the future."

Business integration

During the 16 week deployment, Incom-CNS held weekly conference calls and meetings with the Teign Housing team, to track project progress.

Following a successful first phase, the Mitel ECC and the CRM solution were integrated, in order to simplify customer interactions. Contact centre agents are now armed with caller information as calls are received and full visibility of tenants' history, including repairs, rents, incident reporting, housing status and emergencies. Teign Housing employs 20 mobile workers who benefited from Mitel's Mobility solution extending system features to multiple devices, including tablets and smartphones.

Manual follow-ups of abandoned calls to the contact centre have been eradicated, due to the implementation of a new automated service that offers tenants the ability to receive a call-back when they reach the top of the queue or book a slot when they want to be called back on a number of their choice.

The Mitel solution also simplifies the measurement of Teign Housing's performance, allowing tenants to respond to service surveys by their preferred communication channel, enabling the social landlord to facilitate greater digital inclusion.

Automated reporting and newly introduced wallboards enable supervisors to assess productivity and manage staffing levels based on real-time and

historical data. With an accurate view of incoming calls and agent status, queues are easily controlled, leading to enhanced first call resolution, improved levels of customer satisfaction and one-stop management and visibility across the entire communications infrastructure. This has saved significant implementation time and resources, resulting in a reduced overall total cost of ownership.

Karen Johnson concludes, *"The deployment has been a complete success and our tenants are reaping the benefits that integration has delivered. The solution is key towards us achieving our digital inclusion strategy and will bring about efficiencies in customer transaction processing. Incom-CNS acts as an extension of our team, working hand in hand with us, enabling us to get the most out of our communications."*

Benefits

The solution is capable of integrating seamlessly with Teign's key applications, including their housing management and rent payment systems, delivering a 360-degree view of tenants' interactions with the housing provider. This has considerably improved collaborative working and the tenant experience.

Mitel UC and ECC provide enhanced functionality including simplified call management and automated business reporting. Total cost of ownership is significantly lower, resulting from efficiency savings, aiding compliance with the Homes and Communities Agency's Value for Money (VfM) standard.

Finally, the Mitel platform is distributed and layered on the IP network with no single point of failure, offering 99.99999 percent availability for exceptional operational continuity.

About the Incom-CNS Group

The Incom-CNS Group is the ultimate business communications partner, providing award-winning solutions on world class infrastructure. Experts in all aspects of business communication, including Cloud, UC, contact centre, calls and lines, business mobile and IT networks, we are Mitel Gold accredited and our industry partners include first rate brands such as Gamma, BT, Virtual1 and Vodafone. We are always customer focused and our whole team strives to provide unbeatable service which has enabled us to build a loyal base of big-name customers including Haribo, The Range, Kelloggs, Mitie, Manchester University NHS Foundation Trust, BLM, Chubb, Grwp Llandrillo Menai, Northern Power Grid, StepChange Debt Charity, RAF Museum, Salvation Army and the Japanese Embassy.



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