

AT-A-GLANCE

- Integrate critical business applications.
- Improve call handling and collaboration.
- Enhance the tenant experience.
- Achieve community pledges and service standards.
- PCI compliance.
- Increase system resilience.
- Reduce administration burden.
- Deliver easy to use UC to staff.
- Outbound SMS for repairs surveys and rent reminders.
- Reduce total cost of ownership.



ShoreTel Empowers Teign Housing to Enhance Tenant Services

Social landlord Teign Housing takes a big step towards achieving seamless integration across critical business applications by deploying ShoreTel Unified Communications and Enterprise Contact Centre, empowering users with richer functionality and powerful collaboration to deliver 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 with 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 Business Systems 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 recommended ShoreTel'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 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.

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.

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



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.

BUILDING THE STRATEGIC PICTURE

Incom undertook a detailed audit of the requirements, including a discovery questionnaire to identify their strategic objectives, integration requirements and KPIs. Incom 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 Incom's approach was different. They invested a considerable amount of time building a complete picture of our requirements. This meticulous approach dovetailed well with our way of operating and gave us complete confidence that the solution would be fit for purpose now and into the future."



BENEFITING FROM BUSINESS INTEGRATION

Deployment of the ShoreTel solution took 16 weeks with weekly conference calls and meetings to track progress.

The next stage after successful deployment is to integrate ShoreTel ECC and the CRM solution, in order to simplify customer interactions. This will arm contact centre agents with caller information as calls are received and full visibility of tenants' history, including repairs, rents, incident reporting, housing status and emergencies. The 20 mobile workers also benefited from the ShoreTel solution being extended 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 ShoreTel 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 acts as an extension of our team, working hand in hand with us, enabling us to get the most out of our communications."



"Incom 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 and would not hesitate to recommend them to other housing providers."

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

ABOUT INCOM BUSINESS SYSTEMS



Incom Business Systems designs award-winning business communications solutions that enable people to collaborate and work more effectively, while reducing operational costs and capital expenditure. Our expertise in voice and data convergence and contact centre technologies enables us to address the evolving requirements of SMEs, enterprises, Not for Profit and government organisations. Since 1989, Incom has been the trusted partner for thousands of clients across the UK including Audi, Haribo, Horizon Nuclear Power, The Kennel Club, RAF Museum, Salvation Army, The Range superstores and the Japanese Embassy.

T. 0161 788 0000
www.weareincom.com