



WATMOS COMMUNITY HOMES SAVES £12,000 WITH VoIP SOLUTION

“The benefits to the running of the company have been enormous, as the improved visibility and control have enabled us to streamline processes.”

BACKGROUND

WATMOS Community Homes is a charitable trust providing housing for people in need in the Walsall area of the West Midlands. The organisation acts as a landlord, owning 1,700 homes for rent across eight estates, with a head office in Walsall. In a unique setup each estate is managed on behalf of WATMOS by the Tenant Management Organisations (TMOs), a tenant-run organisation.

Each TMO has an average of six staff who take responsibility for the running and maintenance of the estate. They are based at an onsite office, each of which previously had their own telephony system for which they were responsible.

However, it became difficult to manage the different systems as there were no technical staff onsite, and an engineer would need to be called out if there were any problems. In addition, all

calls between estates were charged at external rates and WATMOS realised having disparate systems was both inefficient and expensive, and decided to consider alternative options.

TIME FOR CHANGE

Gus Hussain, ICT Support Officer at WATMOS Community Homes, comments: “We wanted to remove the management of the telephony system away from the non-technical staff at the remote sites. By removing the hardware and having a centralised system at head office, the whole process would be streamlined. In addition, there was the opportunity to save money on call costs, and control call spend more closely.”

WATMOS worked with local reseller CS Communications to implement a Toshiba Strata CIX670 in its head office with each remote site linked via an exchange line. Voice calls at the head

TOSHIBA

Leading Innovation >>>

office are run over a standard business internet connection, with calls at the remote sites running over a home internet connection.

Hussain says: "By centralising the telephony system we have total visibility across all of the sites. A software tool on my laptop enables remote monitoring of the network, and makes it possible for me to carry out software updates, configurations, and also update extensions for all the sites from head office. This saves valuable time both for me and the TMOs."

TALK IS CHEAP

Reduced call costs has been a crucial benefit for WATMOS. By using a VoIP network it predicts a saving of over £12,000 a year, an invaluable saving for a charitable trust. To reduce costs even further, the charity is in the process of installing call monitoring software to give detailed reports on call traffic, enabling each site to be billed individually for the calls it makes.

INTELLIGENT SOLUTION

An additional benefit of the new telephony system has been the improved communication between the TMOs and tenants. The IP handsets used by WATMOS have a large number of features including address book and caller identification, and providing access to a centralised voicemail.

Each office has a central number for tenants to call, which can then be diverted to other estates using the address book feature. This ability to transfer numbers has made the process of responding to tenant enquiries more efficient.



Furthermore, the call monitoring software allows Gus to supervise the level of incoming calls at any given time. If too many calls have gone unanswered or through to voicemail, Gus receives an email alert. He can then prompt the administration team to add additional resource.

Hussain concludes: "The most important benefit of the new telephone system is improving the relationship with our tenants. However, the benefits to the running of the organisation have been enormous, as the improved visibility and control have enabled us to streamline processes. This has led to significant savings across the organisation, and we plan on working with the system to enhance these further."

For more information on Toshiba's solutions, please contact Communication Services using the details below.



Communication Services
CS House
19 Sutton Oak Corner
Streetly, Sutton Coldfield
B74 2DH

Web: www.cscomms.co.uk
Email: sales@cscomms.co.uk

Toshiba is committed to providing flexible, reliable and feature-rich communication solutions that help companies increase efficiency, reduce costs and improve customer satisfaction. With best in class reliability and customer investment protection, Toshiba are perfectly placed to satisfy the communication needs of our customers today and in the future.

©2008 Toshiba Information Systems (UK) Ltd. All rights reserved. No part of this document may be reproduced in any form without the express permission of Toshiba Information Systems (UK) Limited. Toshiba and Strata are trademarks of Toshiba Corporation in Japan and other countries. Other trademarks and trade names may be used in this document to refer to the product. Toshiba disclaims proprietary interest in the marks and names of others.