

CHARITY ENJOYS **INCREASED FLEXIBILITY** WITH FUTURE VOICE'S SUPPORT

The Customer

Charity, Hearing Dogs for Deaf People, is dedicated to training and providing assistance dogs for individuals with hearing impairments. Their work requires frequent and efficient communication with both volunteers, the people they support and nearly 500,000 patrons and fundraisers.



THE CHALLENGE

The charity was reliant on a traditional phone system, with expensive deskphones and a PBX that was costly to maintain and scale. Plus, dedicated work mobiles added to their logistical and operational challenges.

To improve their communication infrastructure, the charity knew it needed a more flexible and scalable system, one that could enable a BYOD (Bring Your Own Device) policy while still able to manage and oversee the high volume of SMS messages they sent and received, some of which were essential for its fundraising.

Plus, HDfDP also required guidance on best practices for configuring the system to optimise call flows and user settings for future scalability.

After reaching out to Future Voice for support, Dialpad was chosen as the best balance of value and functionality, allowing volunteers to use their personal mobile devices for calls and SMS.

"The Future Voice team were readily available for meetings and responded promptly to email questions, giving us great confidence."

LAURA JONES, NETWORK AND SYSTEMS TECHNICIAN, HEARING DOGS FOR DEAF PEOPLE

THE SOLUTION

The most significant aspect of the project involved porting a significant number of mobile numbers into Dialpad while ensuring seamless SMS message distribution. Therefore, Future Voice worked closely with HDfDP's IT team and the incumbent to ensure a smooth process, managing all aspects of porting approximately 260 mobile, geographic, and non-geographic numbers.

"Porting was a nightmare, and the project would have dragged on way longer if Future Voice & Data had not advised on shortcuts and processes to reduce delays."

LAURA JONES, NETWORK AND SYSTEMS TECHNICIAN, HEARING DOGS FOR DEAF PEOPLE

Future Voice's engineers also used their decades of experience to configure the new system and calling experience effectively, offering insights into call flow management and long-term planning.

On-site collaboration was a key component of the project, with Future Voice running hands-on support and training to ensure long-term volunteers as well as full and part time staff could all use the platform to its full potential.

Weekly cadence meetings were conducted to ensure ongoing alignment, and tailored training sessions were delivered to equip the charity's team with the necessary skills to operate the new system efficiently.



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THE RESULTS

The team successfully managed the complex process addressing legislative and technical challenges that the charity was unfamiliar with, taking just 6 weeks from the first meeting to going live with the new Dialpad system with minimal disruption.

Even through such a rapidly-moving project, Future Voice remained highly available and responsive, making quick adjustments when needed and providing well-organised project collateral for easy reference.

Now, Dialpad is enabling HDfDP to cut operational costs while maximise flexibility. New lines can quickly be added, while team members – both paid and volunteers – can use their own devices to manage their own communications more effectively.

And, thanks to Dialpad's admin portal and BYOD management systems, stakeholders still have rich reporting and lock-tight security over all communications.

But the support doesn't end there. Cadence meeting continue to provide support and ensure HDfDP can find even more optimisations going forward and enhance the calling experience even further, paid with 24/7 technical support should issues ever arise.

"I'm not sure how we would have got through this project without Future Voice & Data. Their experience and guidance ensured everything was done in time and correctly.

The team were great at creating bespoke greetings and prompts and making quick changes when needed, and when vendor responses were slow, Future Voice escalated and streamlined the process to ensure timely resolutions."

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