

FUTURE VOICE ACTS AS **LIFELINE** FOR NHS TRUST IN NEED OF QUICK SUPPORT

THE CUSTOMER

Hertfordshire Community NHS Trust (HCT) provides community-based healthcare services to more than 1.2 million people living in Hertfordshire and beyond, supporting people at every stage of their lives; from health visiting, school nursing, and specialist dental, to speech services, community nursing rehabilitation and palliative care.



Hertfordshire Community
NHS Trust

THE CHALLENGE

After a request to vacate the Trust's existing Contact Centre premises came out of the blue, Gary Adams, HCT's Head of Digital Operations, only had 3 months to find a replacement for HCT's on-premise solution that would be cost-prohibitive to physically move.

For context, the system, powered by over 110 agents, acted as the entire county's 'one-stop' call centre for all adult community services, as well as overflow for 111 and 999 calls.

Therefore, it needed to be 100% reliable – full stop. Plus, it had to be easy for the team to use and intuitive so that team managers could quickly make changes to workflows to ensure calls were answered as quickly as possible.

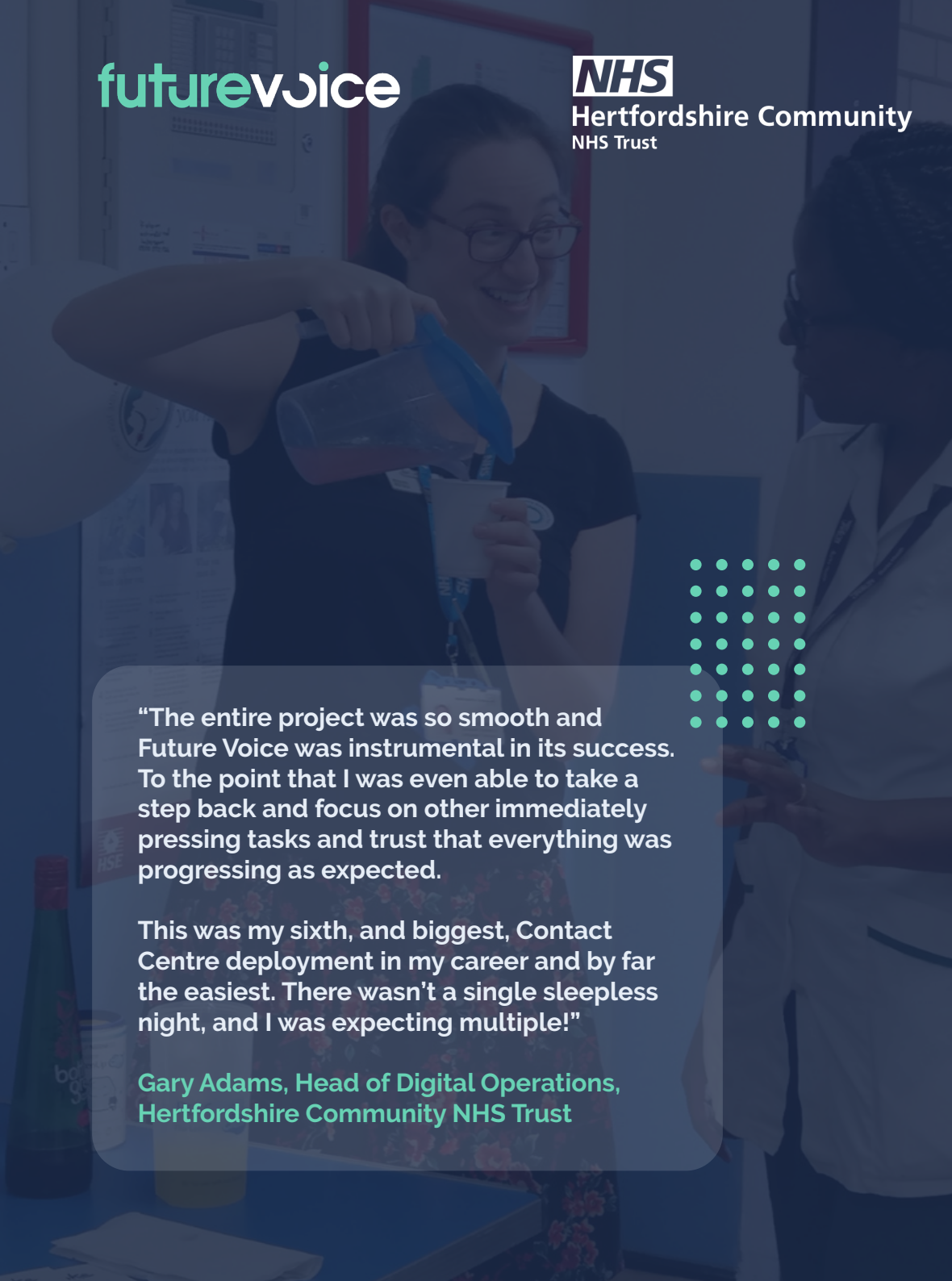
THE RESULTS

Migration day came two weeks before HCT were due to move premises and the switch went seamlessly, with no drop in availability and employees quickly acclimatising to the system with pre-emptive training in the run-up.

The Ring Central system's second day of operation also proved the new solution's successful planning, with HCT experiencing its lowest-ever level of call abandonment, a testament to the efficient call-handling workflows championed by Future Voice.

Within the fortnight, HCT's agents were then able to work from home, enabling the Trust to move premises with absolutely no impact on patient services, as well as allowing them the flexibility to work from home on an ongoing basis, as per the Trust's future needs.

Finally, the end-result came in at half the price of other systems that Gary considered early in the process, enabling the Trust to invest more resources in its community services and extract as much public value from its budget – a true win/win for all involved!



"The entire project was so smooth and Future Voice was instrumental in its success. To the point that I was even able to take a step back and focus on other immediately pressing tasks and trust that everything was progressing as expected."

This was my sixth, and biggest, Contact Centre deployment in my career and by far the easiest. There wasn't a single sleepless night, and I was expecting multiple!"

**Gary Adams, Head of Digital Operations,
Hertfordshire Community NHS Trust**