

Age UK Exeter



Through our expertise, Age UK Exeter now has improved mobility and flexible telecommunications from the Microsoft Teams Phone System app.

Location: Exeter | Number of users: 22

The project

For over 30 years, Age UK Exeter's team of staff and volunteers have been offering support and engaging activities to older people, their families and carers.

However, like most of us, Age UK Exeter was not prepared for the effect the pandemic would have on their day-to-day operations, with most staff working from home.

With their office phone system not suitable for this new way of working, Age UK Exeter needed more mobility and flexibility for their remote working communications. That's where we came in.

The solution

Services included:

- Microsoft Teams Phone System app

Through our specialist guidance, we recommended Age UK Exeter utilise the Microsoft Teams Phone System app alongside their existing SIP trunks for full call handling capabilities.

Through this revamped infrastructure, the charity could benefit from the free foundation licences Microsoft gives to charities and their cut-price Teams Phone System subscriptions.

On top of that, rather than using traditional desk handsets, we advised Age UK Exeter to opt-in for headsets and headphones connected to their devices, allowing for improved and more efficient communications from wherever staff were located.

The result

Now equipped with free foundation licences, alongside the continued use of their existing SIP voice services, Age UK Exeter enjoys improved free calls to UK landlines and mobiles, with each member of staff permitted to use their licences on five mobiles, five tablets and five PCs all at the same time.

“Microsoft Teams gave us the flexibility we needed without it costing us any extra each month. Our staff can work from home, in the office or anywhere else their job takes them. They can continue to make and receive calls with ease while providing our services to our clients.”

Martyn Rogers, Age UK Exeter's CEO

