

# Carers First

VoIP transforms communications at Carers First, delivering impressive reporting that delivers rich operational intelligence.

**Number of users: 150**



## The project

Supporting over 16,500 carers across Lincolnshire, Kent, Medway, and Waltham Forest, Carers FIRST has rapidly expanded, doubling its size.

As a multi-site organisation, it required a flexible telephony system to handle high call volumes and ensure timely support. The old platform's inflexibility delayed updates, such as adding locations or redirecting calls.

To enhance responsiveness and efficiency, Carers FIRST sought Focus Group's help to implement a new communications infrastructure. The goal was to enable quicker and more adaptable responses to carers' needs, ensuring they could always reach support staff, even during peak demand or operational changes.

## The solution

### The solution incorporated:

- Horizon Phone System

Today, the charity's 160 staff, based at the main office and regional hubs never lose a call, even if they are working off-site. With the click of a mouse, users can simply tell the system where their calls should be sent - to their desk, their mobile or a colleague. Additionally, the fully hosted system enables Carers FIRST to centrally manage and orchestrate all its sites as one.

Alongside being ultra-reliable and making it easy to divert calls to different locations without loss of service or expensive call forwarding costs, the new system also gives Michele finger-tip control of daily moves and changes.

"Thanks to the easy-to-use web management portal I can move or rename phones to enable highly flexible work environments for our people. Quite simply, it's transformed life for me and Focus Group's voice support team are always at the end of the phone if I need any extra help" confirms Michele, IT and Compliance Manager at Carers FIRST.

## The result

The high-performance VoIP platform has enabled the charity to work smarter, thanks to impressive reporting that's delivered rich operational intelligence.

"This visibility of call statistics means the charity has been able to improve the service it offers to carers, ensuring they can tap into the critical support they need quickly and conveniently. Making the move to Horizon has enabled us to work in a more streamlined and efficient manner. More importantly, we are now masters of our own communications destiny."

**Michele Leach, IT and Compliance Manager at Carers FIRST**



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