

SweetTree Home Care Services

State-of-the-art IP Communications enable Optimised Work Practices



Location: London | Number of users: 400+

The project

A boutique care service that delivers personal support and assistance to people in their own homes, SweetTree provides specialised home care services for individuals with a wide range of unique needs.

SweetTree's ageing telephone system was limiting productivity and could no longer support its expanding operations, including new NHS contracts. With 450 field care assistants and 70 office staff, reliable communication is essential for effective interactions with clients, social workers, and healthcare professionals.

To ensure 24/7 support and seamless care delivery, SweetTree needed a scalable, resilient, and agile solution to replace its outdated infrastructure. The new system would enhance efficiency, enabling the organisation to meet future demands and continue providing high-quality, coordinated care.

The solution

The solution incorporated:

- Mitel VoIP

SweetTree partnered with Focus Group to implement a Mitel VoIP platform, providing the future-proofed features and scalability needed for growth. The solution supports hot-desking, disaster recovery with backup lines, and ensures critical communication remains open for staff and service users. Focus Group also introduced advanced management reporting to assess call routing effectiveness and optimise workforce shifts, enhancing productivity and efficiency across SweetTree's operations.

The result

Today, the organisation's staff can instantly tell which colleagues are in the office or out in the field, thanks to our presence technology, and toggle their communications to follow them from the desktop to the field.

Focus Group has played a key role in helping SweetTree evolve its communications infrastructure. So much so, that today Focus now also looks after the organisation's data circuits and mobile phone agreements.

It's this commitment to care and attention to every little detail that's made for a lasting and deeper relationship with Focus Group.

“Whether it's initiating a new handset and SIM for an employee or dealing with BT to get a new lease line installed, I know I can depend on Focus to make things happen - and make my job easier.”

Phil Bones, IT Manager at SweetTree Home Care Services.



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