

WaterAid UK



Focus Group supplied WaterAid with a Unified Communications platform to enhance service delivery and allow the charity greater agility, efficiency and security.

The project

WaterAid is a federated organisation that provides sanitation services around the world for people living in areas of extreme poverty. As a fundamental part of WaterAid's shift to cloud-based solutions and the relocation of its offices, the organisation required a Unified Communications platform to enhance service delivery and allow the charity greater agility, efficiency and security. That's where Focus Group came in.

The solution

Focus Group facilitated migration from a traditional on-premise phone system to a cloud-based UC platform that would grant WaterAid greater flexibility.

From our expert's perspective, Microsoft Teams was the obvious candidate as it would enable WaterAid to reap the benefits of minimal upfront costs, remote access, greater agility, and low-hassle maintenance.

Crucially, regarding PCI regulations, we ensured that recording functionality could detect when payment was being entered onscreen and automatically pause the recording until the transaction was complete, something few vendors could deliver.

The result

Working closely with WaterAid UK to integrate Microsoft Teams and Clarify compliance call recording for Teams, Focus Group delivered a UC platform which was PCI compliant and continued to provide a successful communication and collaboration solution to help the organisation thrive and grow in today's hybrid working world.

“Having Teams with Clarify recording has helped us work together better as an organisation and deliver a secure and streamlined service to customers. We've actually reduced the length of time people are waiting and the number of call backs because it's so much easier to receive and transfer calls to other departments within Teams. Clarify is much easier to use than the previous call monitoring system and we love the ability to listen into calls and view call volumes immediately and easily.”

Gary Hodgson, IT Project Manager

