

Black Country Housing Group improve communications across all sites



Black Country Housing Group Headquarters

The Customer

Based in Black Heath in the West Midlands, Black Country Housing Group was founded in 1974 and is now one of the region's largest Housing Associations.

They pride themselves on being at the forefront of sustainable and environmentally friendly housing development in Birmingham and Black Country.

Black Country Housing Group sourced its previous digital phone system about ten years ago from Midland Telecom.

Their Needs

Black Country Housing Group have been using a Siemens HiPath 3700 digital phone system which was installed in 2004.

The system served their needs well until they started to expand their operation into more regional offices, and their workforce in remote working methods.

They ran a tender for local companies including Midland Telecom to offer their most suitable UC solutions.

The Solution

Midland Telecom provided a new Unify OpenScape Business UC platform.

BCHG opted for the Web and Video Collaboration solution to complement the Unify package.

“I’ve been really pleased with the deployment by Midland Telecom, On time and in budget.”

Steve Kesterton, ICT and MIS Manager

Implementation

BCGH were looking for a modern Unified Communications platform that would connect seamlessly their two main sites plus ten satellite offices, and give their staff visibility of other users where they are and whatever device they are using.

Openscape Business offered this and far more, nearly half the users opting for Software clients on their smartphones that means their mobiles are extensions from the system, they are then able to see the availability of all users via the "Presence Engine".

Furthermore the addition of the Web and Video collaboration solution has enabled video conversations between clients and workers to ensure maximum efficiency and access to their clients.

Key Benefits

- ✓ Expansion to 1,500 users of include mobility users
- ✓ Full Unified Communications features
- ✓ Apps for Mobile users
- ✓ Presence based software
- ✓ Web and video Collaboration
- ✓ Expansion to fully featured Contact Centre on demand



Partnering with Midland Telecom

Steve Kesterton, ICT and MIS Manager **for BCHG was very pleased with the planning and deployment of the new Unified Comms platform from Midland Telecom. In particular the staff commented on how thorough the training was, which is crucial in any new technology deployment.**