

Child Poverty Charity Enjoys Excellent Service and Savings from Opus

The Child Poverty Action Group

Profile Summary

Industry Not-for-profit

Staff 50

Offices 2

Business Overview The Child Poverty Action Group (CPAG) is the leading charity campaigning for the abolition of child poverty in the UK.

Requirements To replace the telephone systems for offices in London and Glasgow that provide free calls, helpdesk features and voicemail.



Reception at the London CPAG office

Challenges

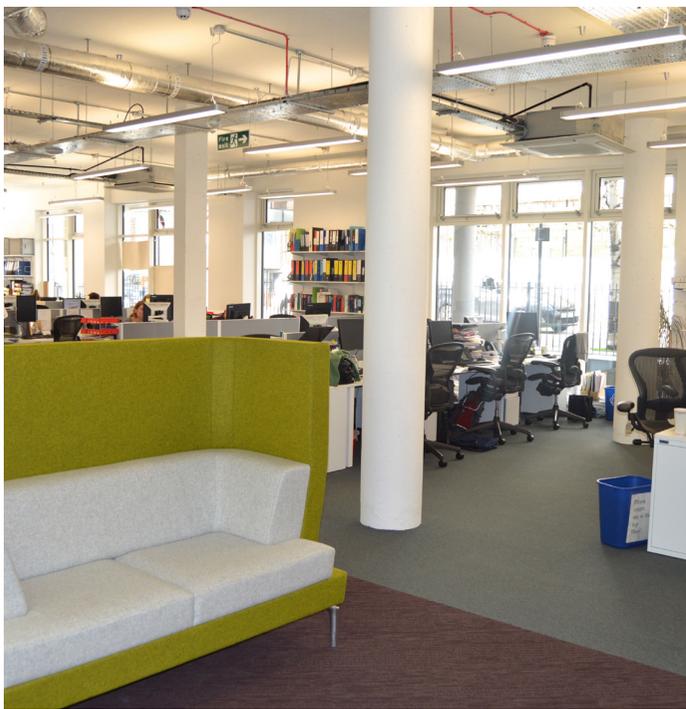
Established in 1965 and celebrating its 50th anniversary this year, the Child Poverty Action Group (CPAG) is the leading charity campaigning for the abolition of child poverty in the UK and for a better deal for low-income families and children. Their vision is of a society free of child poverty where all children can enjoy their childhoods and have fair chances in life to reach their full potential.

To that end CAPG has 50 staff split between offices in London and Glasgow, supported by additional home workers, providing welfare rights advice to UK families affected by poverty, guiding research, lobbying, providing training and publishing information relating to poverty and social services.

CPAG were experiencing difficulties with the aging phone systems in their two offices. They were paying for calls between the offices and were unable to access voicemails remotely.

PA to the CEO of CPAG Uche Opara explained how they went about choosing new telephone systems saying, "We spoke to a number of telephone system providers to see what they offered but their solutions were all too complicated."

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The main office at the London CPAG

Solution

Uche went on to say, “We liked the Opus team from the first meeting, they were very friendly and approachable. We wanted a simple solution that allowed us to make free calls between the London and Glasgow offices. Opus understood our requirements and delivered a proposed solution that met both our operational and financial needs, given we are a not for profit organisation. Opus were able to offer exactly what we needed. They demonstrated the proposed telephone system and offered us a range of handsets.”

Opus installed Mitel MiVoice Office telephone systems in both offices which were linked via Voice over IP and supplied on flexible SIP Trunks which offer inherent disaster recovery benefits and cost savings.

Asked about the installation of the new phone systems Uche said, “The installation was good, especially when we moved our London office recently. The Opus project management team were excellent and prepared weeks in advance. The system was moved out of hours at the weekend so that everything was up and running the day we arrived at the new office.”

Results

CPAG now have effective communications at both of their offices. They have remote access to voicemail and have the ability to divert helpline calls to home workers if needed.

Uche went on to explain the benefits of the new system which, as well as offering free calls between the offices, meant they could simply dial the extension number for their colleagues in either office in order to be connected. The staff liked the handsets which were robust and intuitive to use.

Commenting on the overall experience of working with Opus Uche added, “We have been so happy with the telephone systems and the support we have received that we have also switched our mobiles to Opus. They have provided a cost effective solution of shared minutes, which makes it easy to add new mobile users and helps us manage costs which is important to a charity organisation.”

In summary Uche concluded, “Opus have been great and everything has gone smoothly. Any issues we have had and I think there have been only two, which were related to the telephone exchange, have been dealt with very quickly and we have been kept well informed of the progress. I would be happy to recommend Opus to other organisations.”

Benefits at a glance

- Improved communications with free calls between offices and more intuitive handsets
- Remote access to office voicemails
- The ability to divert helpline calls to remote workers if required
- Cost effective shared mobile minutes
- Built in disaster recovery, flexibility and cost savings from SIP Trunks
- Superior service and support

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