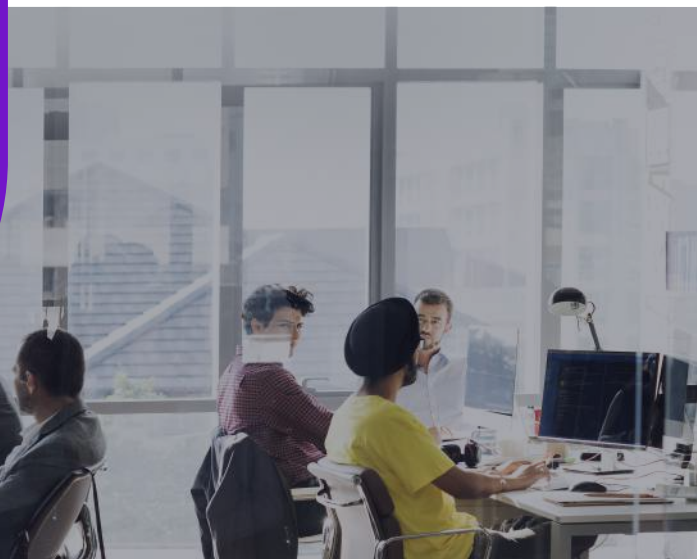


Guy's & St Thomas' Foundation's Cloud Telephony Elevates Employee Experience



Overview

Guy's & St Thomas' (GSTT) Foundation is an independent foundation investing in people and ideas to drive a healthier society. Through a family of forward-looking organisations, the Foundation collaborates with communities, partners, and hospitals to tackle health inequity and transform lives across Lambeth and Southwark, where the gap in healthy life expectancy is 14 years.



Challenge

When an office move coincided with a global pandemic, Guy's & St Thomas' Foundation realised that its legacy telephony supplier wasn't up to the challenge it was facing.

The existing phone system offered patchy and unreliable service, and remote management was undertaken by the incumbent supplier, which could go days without responding to simple admin requests.

The charity was expanding and rebranding and wanted to continue implementing its strategic business plans, despite the difficult timing.

With the core team working from home, the Foundation needed a softphone system that offered a high-quality call experience. And in such uncertain times, they couldn't predict their telephony consumption moving forward, so needed a flexible and scalable solution.

The fundraising team, which had historically been outsourced, was brought in-house when the office relocated. That created additional external call requirements for the business, which had traditionally taken mainly incoming calls.

The migration needed to be seamless. Any downtime would result in missed fundraising opportunities and give the new staff members a turbulent start in their new organisation.

As GSTT Foundation's mobile contract provider, Kerv had a strong relationship with the team. Though several companies were considered, Kerv was successful, and invited to update the Foundation to a fully hosted phone service with call flow capabilities and home groups – all integrated into the existing Microsoft estate.

Solution

After considering a range of options curated for them by Kerv, the Foundation selected Microsoft Teams Direct Routing. This simple and cost-effective hosted solution allowed them to make and receive calls to external landlines and mobile phones from Microsoft Teams using SIP trunks.

The robust and reliable service was easy to use, making it ideal for their non-technical staff. It offered access to traditional call features on Microsoft Teams such as call transfer and consultative transfer, speed dial, and view of historic calls. Additionally, users had full mobility through desktop and mobile apps across any device, supporting team members working from home or the office.

Crucially, this solution allowed the small IT team to control and manage changes in-house. Administration needs included enabling IVR, diverts, hunt groups, scheduling, and call control, which had previously been problematic.

The Foundation's existing geographic and non-geographic numbers were ported, and the newly incorporated fundraising team was given a new additional switchboard.

As well as improving control and flexibility, the modernised solution unlocked the full potential of the existing MS Teams estate, and Direct Routing saved time and money when compared to Microsoft Calling Plans.

“ When we needed an additional switchboard with just 9 working days to go live, Richard and David put together a basic plan of what we could implement within 24 hours. It was fantastic, and the team was really impressed. ”

Rosie Donnelly,
IT Lead, Guy's & St Thomas'
Foundation



Benefits



Seamless Transition

The migration and set-up were completely smooth, with users reporting zero problems. Kerv's renowned troubleshooting capabilities have yet to be fully tested, as the system has not experienced any faults or issues.



Future Ready

As the in-house fundraising team has expanded from 100 to 180 members, GSTT Foundation is following Kerv's planned transition to its Contact Centre solution, Voxivo4Teams. The outbound and inbound calling team will benefit from enhanced features and increased functionality including full analysis and reporting.



Infinitely Scalable

Adding users and devices to the system is quick and easy, and scalability is almost unlimited. Kerv has delivered flexible tariffing and account management tailored to suit the Foundation through every phase of the project.



Superior Experience

Staff, partners, and donors benefit from improved call quality. Incoming callers speak to the right person faster, and the new fundraising team has efficient and adaptable tools they can rely on, elevating their experience.

“Kerv delivered a really dynamic solution and provided demonstrations, support and troubleshooting that ensured a seamless transition and zero problems during migration and rollout.”

Rosie Donnelly, IT Lead, Guy's & St Thomas' Foundation

Reported Outcomes



0 CALLS DROPPED - “One of our biggest fundraising campaigns took place during the move. We still managed to pull it off, with no problems or interruptions. That's amazing.”



24/7 CONTROL - “While a simple message change previously took days, the IT team now has control of basic administration, day or night.”



100% SATISFACTION - “Kerv is fantastic, really responsive, and we are always impressed. I'm confident to tell others that they will be in safe hands with Kerv.”

Final Word

By replacing an unreliable legacy system with a seamless Microsoft Teams Direct Routing solution, Kerv ensured Guy's & St Thomas' Foundation maintained zero service interruptions during a critical office move and a major fundraising campaign. This transformation replaced slow external support with 24/7 internal control, providing the Foundation with an "infinitely scalable" platform ready for future growth.

The partnership's success is best summarised by Rosie Donnelly, IT Lead at Guy's & St Thomas' Foundation: "The Kerv team are incredibly responsive and intuitive. We've built a strong relationship with them over the years, which has given us great continuity from a service delivery point of view. We'll be working with them again in the future."

Get in touch with us

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