



SHAW TRUST CASE STUDY



Shaw Trust is one of the UK’s largest providers of employment services for disabled and disadvantaged people, helping them to prepare for work, find jobs and live more independently.

VERTICAL MARKET
Charity

CHALLENGES

As a member of several international networks and working with international partners, Shaw Trust has a strong voice in supporting and promoting people with disabilities.

They work with employers in the private and public sector to recruit staff, providing ongoing support and ensuring that premises and services are user friendly for the disabled. They have over 1,400 employees located across a network of 60 regional offices, support centres, charity shops plus more than 300 home-based workers, supporting over 200 projects.

Old technology plus the lack of cohesive and standardised systems were becoming a real issue for Shaw Trust. It was hindering the flow of information and communications across the charity as well as restricting future planning for Shaw Trust, both in terms of business growth and enhancement of their brand.

When Shaw Trust engaged ONI to help develop a communications strategy for the future, their first priority was to build a platform that would enable efficient communications and collaboration across all sites. Shaw Trust also wanted to simplify management of the IT infrastructure and ensure that any solution could grow and develop in line with their own expansion plans.

SOLUTION

The new Cisco unified communications solution gave Shaw Trust exactly what they were looking for. It delivered the improvements in communications as well as providing other enhancements such as presence, audio/visual web conferencing and other collaboration tools, allowing employees to be more effective by sharing information across teams, encouraging innovation and faster decision making. This was particularly important for home workers who were now able to stay in touch and feel part of the team.

The technology has increased the productivity and effectiveness of their employees and has allowed Shaw Trust to expand and attract new business. For example, Shaw Trust was able to bid for and win a contract from the Department for Work and Pensions that required the establishment of a

contact centre. The new unified platform made this possible. There are now three contact centres across the charity with 30 agents helping the disabled and long-term unemployed find work, providing information and advice to businesses as well as internal IT help desk facilities.

The investment that Shaw Trust has made in its communications infrastructure has given them the flexibility to continue to grow, acquiring similar businesses in Europe, Australia and a new initiative in Africa. The technology is being rolled out to the new territories by ONI, ensuring that the business has one common platform which can be centrally managed and controlled.



BENEFITS

- Increased employee productivity
- Integrated solution consisting of 3 contact centres and a helpdesk
- Audio and visual collaboration tools to improve sharing of information



HEADQUARTERS
16-24 Crawley Green Road
Luton, Bedfordshire
LU2 0QX

LONDON OFFICE
2 London Wall Buildings
London
EC2M 5UU

T: 01582 429999 / E: info@oni.co.uk / W: www.oni.co.uk