



**NATIONAL
HOUSING
FEDERATION**

NATIONAL HOUSING FEDERATION

CASE STUDY



SOCIAL
HOUSING



BORDERLESS
INFRASTRUCTURE



UNIFIED
COMMS



CONTACT
CENTRE

The National Housing Federation represents 1,200 independent, not-for-profit, housing associations across England. It supports and promotes the work of these associations whilst campaigning for better housing and neighbourhoods.

CHALLENGES

With offices in London, Manchester, Bristol and Birmingham the NHF was subject to the integration, communication and efficiency challenges common to multi-site organisations.

Tasked with providing a high standard of support to a large number of associations and tenants, NHF was also keen to maintain their reputation for best practice and effective communication is key to delivering against the organisation's objectives

SOLUTION

Using a combination of Cisco's unified communications technology and MPLS from BT, ONI designed and delivered a solution that has improved communications and enabled collaboration among NHF staff and home workers. The solution also provides NHF with an ideal platform to deliver enhanced services to their Federation members.

As well as basic IP telephony, unified communication has provided a number of useful collaboration tools, including personal communicator, unified messaging, presence and instant messaging (IM).

The introduction of IM has immediately delivered tangible benefits by reducing the cost of email storage. The Federation is required by law to store emails for a minimum of 3 years and IM has given staff the ability to send simple greetings and queries to each other without burdening the storage system.

ONI has continued to build on the unified communications platform, providing video telephony via webcam for person-to-person interaction as well as video conferencing across the 4 sites. The solution has increased collaboration and helped bring together other stakeholders and partners as well as reducing travel costs.

BENEFITS

- Improvements in stakeholder collaboration
- Intelligent call routing and queuing
- Reduction in data storage
- New wireless revenue generating opportunity

“Wireless is offered site-wide to conference delegates as a pay-as-you-go service; providing an additional stream of revenue.”

The new system included the implementation of speech recognition technology from Telephonetics VIP for routing calls through the NHF contact portal. The automated agent recognises employee names and routes calls to their desk phone or mobile number.

The technology can also be used to contact any of the 1200 Housing Association members and various other partners, as it is integrated with the NHF's CRM software. Over 60% of incoming calls are now routed this way, significantly reducing the repetitive workload of reception and enabling them to focus on other tasks such as dealing with face to face enquiries and visitors.

The wireless network installed at the London office has provided ubiquitous connectivity for employees and is offered as a value-add service to Housing Association members within the leadership lounge. As an added benefit, wireless is offered site-wide to visitors and conference delegates as a pay-as-you-go service; providing an additional stream of revenue for the Federation.



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.