



The
Regenda
Group

THE REGENDA GROUP

CASE STUDY



PROCESS
DESIGN



MANAGED
SERVICES



CONTACT
CENTRE



CLOUD
SERVICES



BESPOKE
DEVELOPMENT

The Regenda Group builds, manages and maintains homes across North West England, and provides a range of support services for its customers.

With around 13,000 properties across the North West, they employ over 600 people across all group sites; Liverpool, Oldham and Fleetwood.

CHALLENGES

With its large customer base heavily reliant on telephone communication, the Regenda Group asked ONI to help with its contact centre and collaboration challenges.

Communication between individuals and teams working in different locations was less than optimal, and unstructured working practices drove inefficiencies and poor productivity.

Insufficient resilience in the telephony service resulted in costly downtime, while telephony estate management and support relied solely on internal resource, resulting in user frustration and negative perceptions of IT across the group.

IT resource restrictions also meant that scheduled hardware and software upgrades suffered, while unpredictable management, maintenance and upgrade costs put pressure on IT budgets and hampered planning.

A major relocation project including the headquarters moving from Bolton to Liverpool, presented an opportunity to address these challenges and enhance services by upgrading to a more resilient telephony service with integral disaster recovery, which meant Regenda could support flexible and mobile working. The move also meant that a number of new staff members would require training to ensure maximum productivity.

The upgrade needed to improve cost predictability and control, and release internal IT and management resources for strategic development, exploiting partner expertise through carefully planned outsourcing.

SOLUTION

Through discovery workshops with the Group's telephony and contact centre end users, ONI built a comprehensive understanding of team culture, working practices and processes, identifying needs and opportunities to add value and reduce costs.

Working with the senior management and the ICT steering group, ONI shared the findings of the user workshops and helped identify priorities and define a strategy for the way forward.

This gave the IT department a platform to operate as a commercial voice within the Group, enabling digital transformation and adding value, rather than being seen simply as a cost centre. IT could then present a strong business case for investment, securing a high level of support across the senior decision making unit.

An audit of existing systems was undertaken and a technology roadmap created to outline alternative options for system optimisation, showing possible future budget commitments.

ONI designed and implemented the new system using three key components:

- Cisco Unified Communications Manager
- Cisco Contact Centre Express
- Calabrio call recording and quality management

With scalability an important factor, ONI designed the system to make scaling user numbers as quick and easy as possible. Regenda also wanted to be

able to deliver specific additional functionality in the future – this was key in the decision to base the solution on Cisco Collaboration technology.

The new system provides a robust, scalable foundation for future developments; including web-based video conferencing, room-based video and multi-party video, supporting improved collaboration.

ONI delivered a flexible, bespoke training program across the contact centre and to other telephony users. Emphasis was placed on training solution champions, who could in turn train new employees.

Delivered from our Tier 3+ Data Centre as a Managed Service with a 24/7 service desk and all system maintenance and upgrades included, the solution is highly resilient. Downtime has been dramatically reduced and call centre productivity and user experience have been improved with call routing and staff training.

ONI continue to work with Regenda to develop call monitoring and process improvement tracking. The IT team now have more time and resource to focus on strategy and application based projects.

Collaboration tools such as presence information and instant messaging are currently being tested. These tools will give mobile workers easier access to office based staff, and enable more efficient working and decision making, accelerating the resolution of tenant enquiries.

As well as Collaboration tools, Regenda plan to take advantage of their resilient telephony infrastructure and implement a wider choice of communication channels (social media, webchat, email and self-service tools), to further enhance user experience.

"We're delighted to have chosen ONI as our strategic partner, to help us continuously improve the way we communicate with our customers. We see ONI as an extension of our internal ICT team. The strength of our relationship gives us confidence that help is available any time we need it." Joy Kumar, Director of ICT, Regenda

BENEFITS

- Tenants can communicate with Regenda in the way that best suits them
- Higher contact centre productivity
- IT time and resources released for strategic projects
- Robust, resilient telephony foundations for the future

“In the past tenants could only contact us by phone. Now they can use a wide range of communications channels. Internal communications are also much easier now, which has improved and accelerated our decision making. It all adds up to a much better customer service.” Chris Long, Customer Service Manager



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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.