



SHAW TRUST

CASE STUDY



CHARITY



UNIFIED
COMMS



CONTACT
CENTRE

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.

CHALLENGES

Shaw Trust 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 and charity shops.

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, 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. The 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

ONI delivered a new Cisco unified communications solution that gave Shaw Trust exactly what they were looking for. It delivered the required improvements in communications whilst providing a range of other enhancements, including presence and audio/video conferencing.

Collaboration tools allow employees to become more productive, with improved sharing of information across teams, support for innovation and faster decision making. This was particularly important for home workers who would become better connected to feel more a part of the team.

The new systems have increased the productivity and effectiveness of 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.

BENEFITS

- Increased employee productivity
- Integrated contact centre and helpdesk
- Introduction of audio and video collaboration
- Common platform for management and control

“Collaboration tools allow employees to become more productive, with improved sharing of information across teams.”

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 that can be centrally managed and controlled.



01582 429 999

www.oni.co.uk

marketing@oni.co.uk

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



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.