

Scottish Charity Slashes Costs and Automates Donations with Mitel IP Telephony and Mobility Solutions

CUSTOMER NEEDS

- Cost-effective voice and data network for 10 separate offices
- Centralized web-based management of network, both voice and data, to ease workload for support staff
- Automatic call answering, queuing and forwarding, to compensate for staff not always being able to answer the phone

SOLUTION COMPONENTS

- Mitel 3300 Integrated Communications Platform (ICP)
- Mitel Teleworker Solution with 17 extensions over five locations
- Mitel Managed Application Server (MAS)
- Mitel 5220 IP Phones
- Mitel Wireless IP Phones

RESULTS

- Cost of installing and running new IP network is less than the ongoing running costs of the old network, generating instant ROI
- Instant email access and voice mail facility for every user, and reduced cost of phone calls and emails
- Centralized web based network management, alleviating pressures on support staff



The Scottish Society for Autism works together with persons with Autism Spectrum Disorder (ASD), their families, carers, and other organizations, agencies and individuals in Scotland, to:

- Provide and promote exemplary services and training in education, care, support and life opportunities for persons of all ages with ASD, as models of innovation, and excellence in practice
- Influence policy and practice to ensure the best possible education, care, support and life opportunities for persons of all ages with ASD in Scotland
- Raise public awareness about what ASD is, and how it affects the lives of individuals and families in Scotland

The Scottish Society for Autism's headquarters is based in Alloa with nine other sites throughout Scotland. As a charity, the Society needs to ensure its systems work in the most effective manner to enable staff to maximize limited resources.

The Society's old voice and data network was extremely inefficient and was costing a great deal of time and money to maintain. Internal phone calls used to cost the Society the same as national phone calls. Furthermore, email would be sent and received through dial-up access, meaning the Society could be charged every time a user logged on to send or receive a message. Also, the Society could not share any documents or applications across its office network. Each site was only able to access information that was held in that site.

The Scottish Society for Autism installed an IP network, as it would dramatically lower costs and improve efficiency. The Society chose to install a Mitel Networked Business Solution, including the Mitel 3300 Integrated Communications Platform (ICP), Mitel 5220 IP Phones, Mitel Wireless IP phones, the Mitel Teleworker Solution and the Mitel Managed Application Server.



it's about **YOU**

Customer Experience

→ Scottish Society for Autism

ABOUT THE SCOTTISH SOCIETY FOR AUTISM

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"We feel like we now have the right voice and data network in place to meet our goals and take the Society forward on the right foot. Our Mitel system makes the old network seem like tin cans on a piece of string, yet the new set-up has cost us nothing. Ongoing cost savings from using IP communications mean we have effectively spent nothing installing the Mitel network. We can now work from any location, all of our connected offices can share documents and applications, and the cost of making calls and sending emails throughout the Society has been cut dramatically. We can also work more effectively, and that's very important to us as a charity, as we can spend more time doing the important things such as fundraising for autism."

– Colin Sharp, IT Manager,
Scottish Society for Autism

The Mitel Networked Business Solution immediately enabled staff to work more efficiently. The network hub is in the Society's head office in Alloa. Four other sites are connected by a BT leased line and five remote offices are linked by the Teleworker Solution. Each office has full IP communications functionality.

Most staff now have instant email, Internet access and personalized voice mail. Each phone is now an extension of the same private branch exchange (PBX), meaning call handling, transferring, and conferencing is quicker, easier and more cost efficient. Using Mitel Wireless IP Phones, staff can also take calls while they are away from their desks. This is a huge improvement to the phone system, as much of the Society's staff do not spend the majority of their time working at their desks.

Staff can now access software installed in any office over the IP network. The HR department, for example, which is situated in a remote office in Lanarkshire, now has access to a new HR software package based in Alloa alongside other mission critical IT systems. This ensures reliable backups are in place and the entire network is centrally maintained by trained IT staff based in the Alloa head office.

For the first time homeworking is also a reality for the Society. Not only can staff in remote offices use the Teleworker Solution, authorized staff can use it to access the corporate network from any location with an Internet connection and a PC. This facilitates flexible working, which is a government priority for businesses, and has proven to increase staff productivity and reduce absenteeism.

The Mitel auto attendant feature, embedded in the 3300 ICP is of particular benefit to the Society. As staff can not always be at their desks to take calls, the Mitel auto attendant enables callers to leave a message for the appropriate recipient or to be transferred easily to another person or department.

The Society also makes use of a resilient 3300 ICP as a backup due to regular power cuts in the Alloa area. Should the main controller fail, control is automatically transferred allowing staff to continue to make and receive calls.

Colin Sharp concluded: "Looking to the future, we hope to install secure Video over IP into our new school for autism which we are building in Alloa. The school will be a European center for excellence, allowing distance learning and diagnostics through global IP video links. Once it is built, we will be able to offer new levels of training and education with the aid of state-of-the-art IP networking."

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