

# CASE STUDY



## WORTHING PRIMARY CARE TRUST Direct Dialling and Voicemail on Multiple Sites

### HEALTH CARE CENTRES RECEIVE TECHNOLOGY INJECTION THAT HAS PROVED HIGHLY BENEFICIAL.

*“The overall result has been better communications with clients and improved internal communications among staff.”*

**Brendan Hutton** Network Administrator

#### PROBLEM:-

Worthing Health Primary Care Trust in Sussex needed a new communications strategy. A mix of systems at the Trust's various clinics and locations caused problems with maintenance and support – often involving different service providers.

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#### SOLUTION:-

Actimax was able to provide a uniform installation solution and just one of the benefits was reducing call charges between sites by linking them.

Actimax and the Trust agreed on an Ascom system using Voice Over IP and Unified Messaging across all 28 sites.

Actimax carried out a comprehensive and well-structured installation using the Ascom Ascotel range of ISDN systems to improve external and internal phone communications.

Direct Dialling In (DDI) would mean that departments and individuals could be reached directly and efficiency. This would signify that call-backs and messages left would be substantially reduced. Integrated call management software within the Ascotel telephone system will provide greater cost control than in the past.

#### RESULTS:-

The immediate benefits of this integrated solution were easy maintenance, reduced call charges of around 15% between sites and a system for messages to be collected anytime, from anywhere.

With confidence in the new system the Trust was able to reduce overheads in favour of improved patient care.

John Massey, Actimax Managing Director, said: “We won the contract on our ability to meet the diverse set of telecommunication requirements across the Primary Care Trust's area. We

provided centralised and local system management, thereby reducing the ongoing operational costs. We optimised line usage via ISDN and that was an imperative requirement for the Trust.”

The need for large numbers of answering machines and their attendant reliability problems are a thing of the past because of the Voicemail system and the Trust was keen to take advantage of voice and data transmission over its network through Voice Over IP.

Mr Massey added: “Ever mindful of helping organisations to cut costs while increasing productivity, Actimax has provided a system that will serve Worthing PCT units well into the future. Flexibility within the Ascotel system allows room for new technologies to be embraced easily without disruption to current services.”

Brendan Hutton was the PCT's network administrator who spearheaded the installation of the Actimax-supplied equipment.

He remains very pleased with the benefits that the new equipment has brought. He said: “We had engineer standard training for the installation and we were able to have as little disruption as possible. The overall result has been better communications with clients and improved internal communications among staff. Maintenance is better because it is a single system and that has meant savings.”

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