



IP TELECOM

Trusted Communications Solution for leading charity



Barnardos

Case Study



About the organisation

Barnardos is Ireland's largest children's charity, with over 700 employees and volunteers operating out of 40 separate offices across the country.





The Challenges

Before moving to IP Telecom all 40 sites of Barnardos had their own separate PBX. With no central communication hub, collaboration was difficult, employees were often inaccessible.

The multiple phone systems were difficult to manage, often needing dedicated expert teams, and it couldn't accommodate the flexible working patterns charities operate with. As a result, Barnardos were left with an expensive solution that failed to serve its workers, donors, volunteers and beneficiaries.



Barnardos



The Solution

The Barnardos installation process was segmented into six phases, guided by the individual regions in which the 40 sites of Barnardos is situated across Ireland.

IP Telecom deployed a hybrid solution that afforded the 424 active users in Barnados with Yealink deskphones and softphones. A business-class solutions call centre solution with customisable tools for statistics and reporting. Due to the nature of Barnardos' work, IP Telecom ensured that regulatory compliance was adhered to when providing a call recording facility.

IP Telecom adopted a meticulous project management strategy to deliver this solution, premised on the understanding of data protection in the sector, while drawing on years of expertise to deliver a solution that allows Barnardos to meet its organisational needs.



Barnardos



IPT Hosted Phone



IPT for Call Centres



Call Recording

Barnados are able to offer staff and volunteers alike a phone system that promotes effective communication and collaboration. The unified communications solution affords device choice to each user; remote workers have the option of softphones, while on-site users have a choice of the two.

Across Barnados' 40 sites, all users have individual extensions that make them accessible, a world-class call centre facility that is customisable to the needs of the organisations for statistics and reporting, and a call recording solution that is safe and secure for keeping sensitive information.

Barnados were able to save on costly landlines by migrating all their lines into one solution, hosted in the cloud.





Client Testimonial

“Before we moved to IP telecom, each of our 40 sites had their separate PBX. We had to call the main reception number to get through to individuals, now they can be contacted directly. I think the customer service from IP Telecom has been second to none and I wouldn’t hesitate in recommending IP Telecom to anyone.”

- James Somers, Barnados



Barnados



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