

Case Study

Walsall Healthcare NHS Trust





Walsall Healthcare IT Services is responsible for all NHS Trust voice & data infrastructure and works closely with its IT supplier Switchshop who is a Splice.com partner.

About Walsall Healthcare NHS Trust

Walsall Healthcare NHS Trust provides local general hospital and community services to around 275,000 people in Walsall and the surrounding areas. The Primary Care Trust (PCT) delivers high quality, friendly and effective community health services from some 60 sites including health centres and GP surgeries.

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Mark Withington,
Networks & Telecoms SME for
Walsall Healthcare IT Services

The Problem

In 2015 the PCT was using 2 different systems to deliver telephone services to its sites; a Nortel 1000 Succession and a 3COM VCX. Both were aging, costly and proving a challenge to get 3rd party support for.

In searching for a suitable replacement, Walsall Healthcare IT Services considered open source systems from 3CX and Asterisk, as well as Unified Communications platforms from Avaya and Cisco. However, it was a recommendation for Splice.com, from their existing IT supplier, Switchshop, that proved to be the eventual winner. “When evaluating both the equipment and the costs, Splice.com proved to be the best value for money and best quality system around,” said Mark Withington, Networks & Telecoms SME for Walsall Healthcare IT Services.

The Solution

Splice.com’s Unified Communications platform is built on the British company’s Vision application suite. It has enabled Walsall Healthcare NHS Trust to fulfil one of its key business requirements; transformation through technology.

Splice.com provides the much-needed ability to deliver call centre solutions to different departments, including the Trust’s own IT department. The historic reports and real time wallboards/dashboards that Vision provides allows the Trust to accurately measure productivity. Crucially, Vision produces the critical information required for audits which ensure that primary care organisations comply with Care Quality Commission (CQC) guidelines. The Splice.com system also provides call recording for public facing services and by using iPCS, which is an IP softphone client for Apple and Android smartphones, the workforce has become increasingly mobile and agile, yet always contactable.

To date the Splice.com system has been rolled out, over a 6-month period, to around 30 community based sites, supporting around 1,200 extensions.

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About Splice.com

British based Splice.com is a voice solution provider offering enhanced voice services deployed in the cloud, on premise or any blend of the two. The ability to harness the benefits of these options ensures businesses always have competitive solutions that meet all their business requirements.

We partner with high quality, professional and fully Splice.com accredited resellers to deliver outstanding product and service to you.

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The Result

"Splice.com have, on multiple occasions, proven their flexibility and desire to collaborate closely with Walsall Healthcare IT Services. They have worked in tandem with our IT services in the implementation of systems across multiple sites and, where required, provided custom features to satisfy customer needs. Compared to the two disparate systems we had before, this has provided a substantial cost saving on support and with the ability to move to SIP trunks from ISDN, further reductions have been made on line and call costs. We plan to continue to expand the system to more of our 60+ customers and possibly into an acute hospital environment as well." concludes Mark Withington.



The Right Choice for Voice