



# Channel & Charities



## Facts & Figures

### The Customer

– Bristol Mind, Bristol

### The Solution

- Aastra IntelliGate 2045 - 13 digital Office extensions
- Voicemail
- Oak Computer Integration Software

### The Benefits

- Improved all round call handling service
- Staff can be easily contacted throughout the premises
- Improved message handling

Bristol Mind are a registered charity that has been running since 1965. They promote a positive view to mental health and aim to provide services that are user focused, supportive and empowering.

With 20 employees and 100 volunteers, they have several departments all of which have been steadily growing over the years. Amongst these are the admin department, advocacy, drop-in, research and helpline, which are staffed by a mixture of full time and part time staff. A telephone system was required that would allow the charity to operate efficiently with the availability of extra capacity as well as ensuring that the public always receive the best possible service.

Bristol Mind identified several features that would help improve their service to its customers, including:

- Direct Dialling Inwards (DDI) so staff and other callers can speak directly to staff/departments such as the advocacy service or research.
- Voicemail available on these extensions so that if a department is unable to take a call, a message can be left to which the member of staff can respond to as soon as possible.
- Ease of transfer of calls and messages to increase all round flexibility and staff efficiency.
- Follow me feature-allowing members of staff to take their direct dial number with them to any desk or room in the building with a handset.
- Reducing the number of lines from 13 analogue, that had been added over the years to an efficient ISDN lines, which would allow optimum usage at a greatly reduced cost.
- Call logging software allowing the telephone system to be easily managed ensuring the smooth running of the office.

Due to funding pressure and the need for value for money, Bristol Mind were looking for a cost effective solution that could be implemented with minimal disruption. Also the need for a seamless transferral is paramount due to the valuable service Bristol Mind offer to vulnerable people. There is a special need for the Freephone line to be operational throughout.

## Channel Communication

Channel Comms will provide ongoing support for the Aastra IntelliGate 2045 telephone system, which will support up to 40 system telephone extensions throughout the building. With this system, Channel Comms will provide Bristol Mind with a highly flexible solution that will meet their needs and more.

The open architecture of the Aastra system allows for future developments, including DECT cordless handsets, CTI and VoIP. This will ensure that the system has the ability to increase capacity and gives the piece of mind that the system is fully future proofed.

Channel Comms is able to provide full project management of the installation as well as full training for all staff. Channel Comms will also provide full on-site and remote system and diagnostic support, including programming of system changes. Even changing feature keys on individual handsets as and when required.



“ We were impressed with the high quality of customer care offered...very patient and helpful with our complex needs. ”

Jeff Walker Director Bristol Mind