

CASE STUDY

# Upgrading a Housing Association's Telephone System

## Customer Needs

- Cost effective telephone system upgrade
- Future proofed performance and scalability
- Increased communications support for mobile staff

## Solution

- Mitel phone system installed to deadline and compatible with existing customer handsets
- Highly expandable and supportive of SIP and VoIP
- Multiple features that enable smooth integration with mobile devices

## PSU Expertise

- Mitel select partner experienced in supporting a wide variety of systems and platforms
- Specialists in IP, mobile and unified communications technologies
- Experts in integrating phone systems with that latest devices and solutions

## The Project

When your organisation is responsible for managing over 1,000 properties, keeping staff coordinated and connected while they work is vital. So when Merthyr Tydfil Housing Association's (MTHA) telephone system needed upgrading, effective communications for office based and mobile working staff was a key priority. It was also essential that any new platform could be integrated with their existing digital handsets. In addition, having increased the volume of housing they manage by 10% over the past eight years, there was also the need for a future proofed system, able to cope with further growth.

PSU has been MTHA's telecoms provider of choice since 2003. At the time of the review MTHA undertook a competitive tendering process and were delighted when PSU were awarded the telecoms contract based on value for money and quality of product. MTHA has always been impressed with PSU's ongoing service support.



The telephone system upgrade was part of an overall PSU package for MTHA, which also included leased line connectivity and mobile handsets.

## PSU's Approach

PSU was able to offer them a cost effective upgrade path from their existing Inter-Tel Axxess system, which allowed them to retain investment in their existing handsets and provide the future benefits they required.

PSU's installation of the new platform went smoothly as planned and was completed within MTHA's deadline. PSU engineers were always on hand to answer any questions that MTHA staff might have.

### The Solution

Following in-depth consultation, a Mitel MiVoice Office communications system was chosen, which could seamlessly integrate with MTHA's existing devices, be easily used by their staff and provide ongoing performance and scalability gains. It could also provide them with further key benefits including:

- **Advanced call routing and mobile twinning** – to allow staff to pick up calls transferred from their desktop to their mobile phones while out and about
- **Hot desking** – so staff could log in and access their desktop phone's profile and personalised settings from any device, regardless of where they may be located
- **IP functionality** – that allowed MTHA to easily and cost efficiently expand their communications via IP or digital, with the option to make free internal calls between sites using VoIP

### Benefits

Since it was first installed, the new communications system has given MTHA:

- **Enhanced communications flexibility** – with a wide variety of options including unified messaging and voicemails that can be presented as emails, to enable remote working staff to be more collaborative and connected
- **Future proofed performance capability** – as the Mitel MiVoice supports SIP and VoIP protocols to help ensure smooth integration with future technology advancements
- **Fast effective ongoing solution support** – from PSU's accredited Mitel engineering and award winning service desk support teams, who are always quick to respond and resolve issues



We're delighted with our new communications platform and the enhanced performance, scalability and flexibility it provides, which should meet all our needs for many years to come. We really enjoy working with PSU and this latest deal further strengthens the relationship that we have with them.

Karen Courts, Chief Exec at Merthyr Tydfil Housing Association Ltd



Merthyr Housing | Tai Merthyr

Merthyr Tydfil Housing Association (MTHA) provides affordable housing for people wishing to live within the Welsh borough. The Association's local roots and knowledge enable it to provide its tenants and the area's residents with a service that is second to none.

[www.mtha.org.uk](http://www.mtha.org.uk)



PSU are a fully integrated ICT provider. We support our clients with solutions in hosted & managed services, cloud computing, unified communications including Mitel telephone systems & support, mobile, calls & lines, and internet connectivity.

[www.psu.co.uk](http://www.psu.co.uk)