



mencap

The voice of
learning disability

● Upgraded **contact centre** solution delivers first-class **care and support** ●

The Background

Mencap is the UK's leading learning disability charity. It not only works with people with a learning disability, but also their families and carers. Mencap works collaboratively, fighting for equal rights, campaigning for greater opportunities and challenging attitudes and prejudice. Mencap also provides help and support through supported living, supported employment, respite services, organised activities, systemic and individual advocacy, and outreach support.

Mencap is a customer of Daisy (formerly Alternative).

The Challenge

As with so many organisations, at Mencap it is vital that everyone gets through to the right person first time, and can be helped quickly and effectively. Calls simply can't afford to be missed, dropped or poorly handled.

Mencap's existing call handling system was in need of upgrade. Mencap wanted to harness the benefits of call centre technology, with intelligent routing and reporting. All of this needed to be achieved without the costly investment of replacing the entire system.

The Solution

Daisy designed a call centre solution with Mencap based on its existing telecoms infrastructure. This entailed retaining the existing equipment, but adding the Avaya Aura Contact Centre (AACC) application.

In order to ensure that the solution was right, pre-staging was completed off-site ahead of the implementation, allowing users to see it in operation before being implemented on their campus. The system databases were then copied and a data freeze implemented. The cut-over and user acceptance test period was successfully completed over a period of five to six days. Minor changes took place during the following go-live support period the next day, which meant the very minimum of downtime for the migration.



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The Result

With the presence of the 24/7 network operations centre team both Daisy and Mencap have visibility and the ability to react as soon as issues are raised with the systems at any time of the day. Through a dedicated client manager, Daisy ensures that it remains accountable through the life of the contract giving Mencap the peace of mind to concentrate on achieving its business outcomes.

The solution from Daisy has given Mencap flexible, effective and controllable call handling. This has had a very positive effect on Mencap's essential work and means it can better help those that need it most. The solution was delivered on time, and costs were considerably less than using brand new kit. This also saved time and money, as there was no need for Mencap's employees to be trained up on the new hardware and system.

We would love to tell your story to our 40,000 monthly website visitors.

If you are a Daisy client and would like us to talk about your company and your experiences on our website, across our social media channels and in the press, simply email us at pressoffice@daisygroup.com with your company name and contact details and we will call you back.

NB: This is a service provided free of charge to our clients and we will include links to your business' website.

