



Customer Success Story



The Trust provides inpatient and community-based mental health care across Greater Manchester, the north west of England and beyond. It employs around 4,750 members of staff, who deliver services from more than 130 locations.

“

The live response group monitor in UC Analytics +, used by our service desk has increased productivity by 60%

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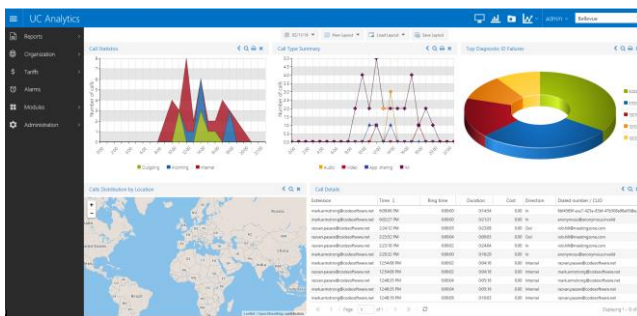
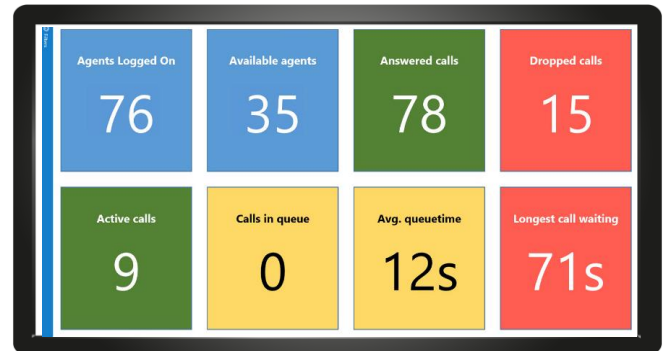
Andre de Araujo, Lead UC Architect

QUICK VIEW

Market: Healthcare
Location: United Kingdom
Infrastructure: Skype for Business
On Premises
Skype 4B Users: 4,500
Skype 4B Response Groups: 20
Solution: UC Analytics, UC Analytics +

THE CHALLENGE

Greater Manchester Mental Health NHS Trust has deployed Skype for Business across the entire trust, a total of 4,500 Sfb users. Being an early adopter of Microsoft Unified Communications they needed clear visibility of User Adoption and Call Quality. As deployment of Skype for Business spread through the organisation further requirements arose around employee productivity and visibility of real time call statistics via wallboards for the Response Groups.



“

We can now monitor live calls, get managed alerts for active calls on multiple thresholds and report on budgetary information of calls.

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THE SOLUTION

UC Analytics was selected due to its ability to clearly and concisely deliver reports. Its user-friendly interface has allowed business heads to easily access relevant information on an ad-hoc basis. UC Analytics + was added after the initial installation and proved to be an essential element to addressing call handling times within response groups which ultimately has led to increased customer satisfaction. The filtering option allowing team leaders and administrators to select only the required Response Groups and agents.



CUSTOMER COMMENT

“UC Analytics has helped us greatly. We can now monitor live calls, get managed alerts for active calls on multiple thresholds and report on budgetary information of calls, which would not be possible without UC Analytics. We also use the live response group monitor for our service desk and this has increased productivity by 60%. All in all, a great product and excellent support.”

Andre de Araujo, Lead UC Architect

ABOUT US

Code is a technology company specialising in analytics and reporting and recording for Unified Communications. We have previous experience in delivering some of the largest call management projects to have been implemented and have applied this knowledge to Code resulting in a refreshingly innovative company with a wealth of experience.

As a company our purpose is to assist organisations who use Skype4Business and Skype Online (O365) in maximising their investment in Unified Communications. We also strive with our partners to become a trusted and valued part of their eco-system.

We have installations in 5 continents ranging from SME's to multi-national global enterprises.

UK OFFICE

Cirencester Office Park
Cirencester
Glos
GL75NE
United Kingdom

t +44(0)1285700725

ROMANIA OFFICE

Chronos Business Center
Saulescu 29
Iasi
Romania

t +40332110035

SOUTH AFRICA OFFICE

Sandton
Johannesburg
2196
South Africa

t +27828015136

NORDICS OFFICE

Lottenborgvej 24
2800 Lyngby
Denmark

t +4578737801

e info_ssa@codesoftware.net e info_nordics@codesoftware.net

www.codesoftware.net

info@codesoftware.net