

## Case study Housing



BVT is one of the longest-established housing associations in the country with a successful history of creating and sustaining flourishing communities.

'BDR consulted with us and fully understood our business requirements from the start. They were able to propose a solution that could improve our existing customer service levels, improve business efficiencies and ensure that colleagues could stay connected remotely when out in the field with clients. BVT would highly recommend BDR Voice & Data. Our unified communications systems were implemented through technical expertise and understanding of our business' requirements'. *Carl Fowler, Head of IT, Bournville Village Trust*

### The challenge

BVT were relocating their head office and wanted to implement a solution that would enable them to improve the service they currently provided to their tenants. Employees required access to business intelligent applications across multiple platforms in order to manage inbound communications across multiple disciplines; telephone, email, text, web chat & social media. Other key considerations were online PCI compliance (card payment industry) business continuity/disaster recovery in addition to multi site network connectivity.

### The solution

A wide area network was implemented, supported through the cloud, providing shared access to all BVT applications and data from all BVT sites. Promoting remote and BYOD working practices. An IP communications solution, supported via the internet, provided staff with a means to better manage inbound communications. CTI functions also ensured PCI compliance.

### The results

Increased efficiencies and improved customer service as a result of improved contact managements systems. Customisable call reporting options provide performance management statistics; meet and exceed KPI's and targets. Inbound communications can be managed by order of priority. Colleagues working remotely have access to the same platforms and applications