

Case Study.

PRINCE'S FOUNDATION



The Prince's Foundation teaches and demonstrates sustainable development, with their main focus being community engagement. They believe that sustainably built and maintained communities improve the quality of life of everyone who is part of them as the environment in which people live affects their way of life. If people have a better place to live they are better positioned to start dealing with broader challenges of urbanisation and climate change. They strive for improvements in public health and more affordable and safer streets and communities.

Their goal is a future where everyone can take part in

making their communities more sustainable.

The Problem

The Prince's Foundation was using an obsolete INDeX system that was struggling to keep up with the growing nature of the charity because it had limited extension capabilities. Their initial feelings were to just upgrade their existing system which from an outsider's point of view would be the most logical thing to do. However, this was not the best solution because their system was approaching the end of its life. The organisation was in need of a modern system with up-to-date functions.



The M12 Solution

After looking into the operational procedures within the Prince's Foundation it was clear that the solutions for them needed to incorporate flexibility, call management functionality and other advanced telephony features whilst still remaining cost effective.

M12 Solutions recommended a SpliceCom call server enabling a multitude of applications that would meet all the needs of the charity including:

- Voicemail
- Unified messaging
- Sophisticated web-based IT convergence – With the desktop application PCS60

The charity's IT Manager, Ciaran Sturdy, was particularly impressed with the PCS60 product – a PC based 'soft phone' that integrates your desk phone with your desktop computer. PCS60 enabled a multitude of applications such as full directory display with screen popping and on screen options.

The change over involved a full uninstall of the INDeX system and a complete install of the VoIP (Voice over Internet Protocol) enabled SpliceCom system. The nature of the charity's work meant that M12 Solutions had to ensure the project involved minimal disruption to the day to day business.

Products and Software

SpliceCom 5100 Call Server
SpliceCom PCS60 application software

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The Result

"I was very impressed with how smoothly the change took place. We didn't have a single problem. It has made managing our daily activities far more productive. The PCS60 application itself is excellent; it stops our need to carry phone lists around the building. Now all our data and contacts are on screen."

Ciaran Sturdy, IT Manager, Prince's Foundation

More recently...

"I have been dealing with M12 Solutions for almost two years now and have always found the system to be reliable. If I ever have any issue no matter how small the Helpdesk are quick to respond and resolve the matter."

Jon Barker, IT Support, The Prince's Foundation

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