

Case Study

CITIZENS ADVICE WAVERLEY & GODALMING

citizens
advice

Waverley

Citizens Advice Waverley help people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers. They operate from four offices across Waverley, offering a 5 days-a-week telephone, drop-in and appointment service.

Citizens Advice has provided free, confidential and independent advice for the past 70 years. Adapting to the ever changing needs of society has made Citizens Advice the most recognised and trusted provider of information and advice in the country.

The Challenge

With clear lines of communication being the very lifeblood of a successful local Citizens Advice, making the right choice when selecting a new telephone system becomes critically important.

Project Manager Hazel Buxton explains, "Our original set-up was a mix of standalone systems, along with separate maintenance solutions, across four sites. This was neither efficient nor cost effective and the age of the systems precluded any developmental work. We needed to save money on our communications, make efficient use of volunteer time and also achieve more flexibility to respond to new initiatives such



as home working by disabled volunteers and collaborative working with partners." Hazel continues, "We had spoken with colleagues from other bureaux through the network of the Advice Services Transition Fund (ASTF), a two year Big Lottery initiative.

We had heard good reports of SpliceCom/M12 Solutions and so included them on our procurement list. M12 was the selected bid, having put in a strong response to the documents."

The M12 Solution

M12 Solutions rolled out a SpliceCom telephone system across four sites over approximately eight weeks, although much of this

time was for awareness and training of staff and approximately 100 volunteers. The actual installation of the system was only a few days at each site. "We have developed a touchscreen information terminal for public use at outreach centres and we are attaching a telephone to these so that people can get in touch with either a Citizens Advice Adviser or any

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organisation displayed on the terminal.

M12 Solutions and SpliceCom have both been very helpful in working with us to refine how this project might work," continues Hazel.

The Result

Hazel explains, "The system has made our inter-office communications much more efficient and cost effective. We are also now in a position to better respond to business initiatives coming from partners and our national body. The design and installation of the system also made us look at the way we communicated between our four sites, prompting us to review the way we managed certain elements of our business."

Future Plans

The initial SpliceCom system installation is just the starting point for Citizens Advice Waverley. The flexibility the system offers can open up numerous opportunities for growth and alternative uses.

Hazel continues, "We are looking at "hosting" other charity partners in our geographical area to enable them to benefit from the efficiencies of a VoIP system. We also hope to develop a number of home based volunteers whose health or domestic arrangements might preclude them from travelling to and working at a bureau."

Their Testimonial

When asked how Citizens Advice Waverley found working with M12 Solutions, Hazel responded, "We enjoyed working with M12 Solutions and there was learning on both our parts. The telephony solution we needed across four bureaux did not initially 'fit' the somewhat standard commercial office model with which M12 were familiar. It needed good teamwork to make sure that we both understood each other in the early stages and M12 made a considerable effort to learn about how our Bureaux operate, which was very reassuring and ensured a successful project. This attention to detail was at all levels including the 'on the ground'

technical installation staff. The roll-out was fast and efficient and any problems quickly resolved. The ongoing relationship with M12 remains friendly and supportive and the customer care is very good."

Hazel Buxton,
Project
Manager,
Citizens
Advice
Waverley.

