

## NTE Cloud Voice

# Remote telephone upgrade enables efficient home working.



## The Customer

RAISE Liverpool is a registered charity that provides Housing Association tenants with advice. The charity provides specialist services for individuals incorporating benefit advice, representation, debt and money management in an integrated approach that is accessible at the point of need, empowering clients to obtain a better standard of living.



[www.benefitsadviceteam.co.uk](http://www.benefitsadviceteam.co.uk)

## The Partner

Established 10 years ago, Parallel ICT provides tech support, solutions and advice to SMEs in the North West of England and North Wales. Their services include infrastructure solutions, remote working solutions, hosted services, network security, support and maintenance and IT management.



[www.parallelict.com](http://www.parallelict.com)

## The Challenge

RAISE Liverpool were in the process of considering alternative office accommodation. Their existing on-premises telephone system had been included in their old tenancy agreement and couldn't be moved to the new premises. As a result, they were in the market for a new system. RAISE's IT provider, Parallel ICT, recommended NTE for the new telephone system and offered support and assistance throughout the process.

However, due to the pandemic, the office move was delayed and the decision-making process was paused with the intention of picking up the conversation with NTE once restrictions were lifted and office working resumed.

In the meantime, staff began to work from home but it soon became clear that the existing system was not fit for purpose. The call divert process was manual and required a member of staff to journey into the office twice a day to program the divert into the system. Additionally, there was little visibility of staff activity and call reports had to be retrospectively requested from the telephony provider.

RAISE re-engaged with NTE for advice on how they could quickly resolve this issue without having to physically install a new phone system into the office.

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## The Solution

NTE's product specialists recommended that RAISE implement our hosted VoIP solution: Cloud Voice.

As it's a fully hosted service, NTE's engineers were able to deploy and configure the system remotely in the cloud. For RAISE, this meant they could access their new phone system and its extensive features instantly without having to step foot in the office.

## NTE Cloud Voice

The NTE Cloud Voice solution enables users to securely call, email, chat, share screens, send documents, make video calls and more from a simple web-browser interface on any connected device. Staff can access the software from a dedicated IP desk phone or a soft phone app on their desktop or mobile phone.

The system could also be integrated with a company's CRM system to ensure information is up-to-date and accessible across multiple users.

Key features of NTE Cloud Voice are:

- The ability to see user presence and geo-location data.
- Internal and external chat capabilities for staff.
- Screen sharing and file transfer.
- Access to corporate phonebooks and voicemail.
- Access to a wide range of collaboration features such as video conferencing.



[Find out more](#)

## Remote Installation

RAISE staff received welcome emails asking them to download the Cloud Voice application with guidance on how to use the mobile app or desktop version from home. As they familiarised themselves with the software, the NTE team configured the system to their exact needs as requested by their Chief Officer, Emma Cook. This included ring groups, auto-attendant, call recording, call reporting and online wallboard to see activity statistics.

The new telephony solution was installed, configured and ready to use within days. Our Product Specialists were on-hand throughout the process with daily correspondence. Emma led the internal implementation by relaying the support and guidance from our telephony team. This ensured staff were equipped to utilise all the features of the system with no disruption to their work tasks.

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### The Results

The implementation of Cloud Voice has removed the process of staff members going into the office to program the telephone system, providing a safer and more efficient way to ensure customers and staff members can continue to communicate. With RAISE staff all working remotely, the new solution has enabled the team to collaborate using the video call and conferencing system which is included in their licensing. Management now has real-time reporting of call activity which can be viewed in an easily accessible online dashboard instantly. This ensures that even if staff are working remotely, they're still meeting their service expectations for customers.

As the system is hosted and not dependant on the user's location, RAISE now have a future-proof telephone system in place that can be utilised at home or in the new office.

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*As a charity, the reputation of the companies we choose to work with is an important decision-making factor. We were recommended to NTE by our IT provider, Parallel ICT, and we were not disappointed. From pre-sales to implementation to post-sales, the level of service has been outstanding. The NTE team listened to our challenges and recommended a solution that not only works now, the chaos of a pandemic but can also be scaled to meet our future requirements when we move offices. The remote delivery of the solution was quick and disruption-free with daily correspondence from the NTE team. We can collaborate and communicate with staff and customers as effectively as we would if we were in the office.”*

**Emma Cook**  
Chief Officer