

## NTE Business Mobiles

# Providing mobile technology to support the local community.



## The Customer

Carers Trust is an independent charity working to improve the lives of unpaid carers through the provision of a wide range of holistic services, including outreach support and respite care facilities to enable carers to maintain their caring role and sustain their well-being.

Since relocating to the west of Gateshead, The Old School Care Centre has grown into a unique community resource delivering a wide range of services for all age groups and disabilities both in the community and via an extended care centre environment.

[carerstrusttw.org.uk](http://carerstrusttw.org.uk)



## The Solution

Carers Trust approached NTE with the need for updated mobile devices and affordable monthly plans. Working with NTE, the Trust understood how mobile technology could empower staff and work to support the local community.

The charity highlighted their need for a trusted partner to deliver mobile technology to staff working in the community while at the same time providing assurance that mobile devices were monitored and managed.

NTE designed a managed mobile services package, providing staff with continuous access to a mobile specialist to discuss any technical and hardware issues. NTE also monitor mobile usage to alert the Carer's Trust to any concerns that may need addressing. Changes to tariffs and usage can be made via the 24/7 ticketing system, allowing Carer's Trust, with NTE guidance, to continually tailor their mobile tariffs to their exact needs.

## Flexible tariff and contract options

Through our established partnerships with O2, EE and Vodafone, NTE were able to provide Carers Trust, with competitive monthly pricing and flexible contract lengths appropriate to their business requirements.

### *"Delighted to be working with Carers Trust"*

Pauline Herring, Director at NTE said, *"NTE is delighted to be able to assist Carers Trust with its mobile requirements. We recognise the important and valuable work the Trust does in supporting unpaid carers and, we're confident that our technical support and managed technology solutions will improve communication between staff and volunteers. It is encouraging that many charities are now aware of the potential for mobile technology to support and enhance the impact of their work."*

### *"Providing the support we need"*

Pauline Steele, Chief Executive at Carers Trust, said *"NTE has provided our staff with both the tools and the necessary skills for staff to effectively utilise mobile technology to improve communication. The whole process has been seamless from the consultancy process to the delivery of the mobile phones. NTE listened to our exact needs to ensure that the service met our expectations. We're looking forward to developing our relationship with NTE over the next year as they become our go-to mobile partner of choice."*