

Mitel Customer Snapshot:

ACTIONAID

Overview

ActionAid is an international charity whose primary aim is to work with the poorest women and girls in the world. Founded in 1972 as a child sponsorship charity, ActionAid has been fighting poverty worldwide for over 40 years.

With more than 2,000 partners worldwide, the charity helps over 15 million people in 45 different countries to secure their rights to food, shelter, work, basic healthcare and a voice in the decisions that affect their lives.

Situation

With their previous Mitel maintenance contract coming to an end, ActionAid were looking for a new telephony provider who would work in partnership with them to provide reliable support of their Mitel communication systems in the UK and internationally.

Fast and reliable communication is crucial in the world of charity fundraising therefore, a partner with great technical knowledge and experience of working abroad was required.

Requirements

- One partner to support the charity's global communications infrastructure.
- Technology partner to deliver enhanced functionality.

Profile

Change lives. For good.
actionaid

Location:

London, Somerset,
Nairobi, Johannesburg

Industry:

Charity/Nonprofit

Organisation Size:

501-1,000 employees

Website:

www.actionaid.org

We are delighted with the support and advice we receive from 4Sight. Their technical team are always prompt, efficient, supportive and professional in all elements of their work.

Head of IT & Infrastructure, ActionAid



For more information about 4Sight Communications please visit www.4sightcomms.com

Solutions

- 4Sight carried out a technical review of the estate which highlighted some critical issues that needed to be addressed and produced a technology roadmap to help ActionAid achieve the most from their budget and technology already available.
- 4Sight Monitor - a fault and performance management software was implemented to monitor and manage Mitel business communication system performance.
- The estate was virtualised into their own virtual environment to help to reduce hardware and simplify future upgrades.
- Mitel Contact Centre solution was deployed to streamline customer service delivery and improve contact with charity supporters.
- SIP services were installed in the UK offices to minimise call charges and increase flexibility.

Results

Upgraded Mitel estate with up-to-date software releases enabled the charity to take advantage of new functionality and expanded interoperability.



Virtualisation enabled greater flexibility for future upgrades and reduced hardware footprint.

4Sight Monitor ensured optimal system performance is achieved 24/7/365. Contact Centre solution helped to enhance the charity's relationship with their supporters and service they provide.



SIP has increased resilience, minimised call charges and increased flexibility.



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