



**GGR**  
**COMMUNICATIONS**  
BUSINESS VoIP | DATA SECURITY | MANAGED NETWORKS



## Case Study

### Worcester Community Housing

Worcester Community Housing (WCH) is a not-for-profit company limited by guarantee, registered with Companies House and the largest provider of affordable homes in the City of Worcester. WCH was set up in 2004 to take over the ownership and management of Worcester City Council's rented homes.

Worcester Community Housing's existing hosted VoIP Telephony solution was experiencing significant speech quality issues, on many calls the incoming speech path was inaudible and sporadic outages meant customer service calls were being cut off. Using different service providers for their hosted VoIP solution and MPLS network meant it was hard to identify the cause of these problems and therefore downtime was prolonged. Worcester Community Housing required a new solution which would improve the speech quality and give them the confidence outages would be significantly reduced.

After a competitive tender process, GGR was the provider of choice, giving WCH the confidence they had the ability to provide a coherent system and a single point of contact for both the VoIP and the Wide Area Network. Addressing the telephony issues, GGR Communications proposed the use of a Cisco Unified Communication Manager Business Edition version 8.0, containing all the software to provide fully featured IP telephony together with IVR and voicemail facilities. As Worcester Community Housing is a heavily regulated business, they rely upon their contact centre to maintain a reputable customer service; GGR installed a Cisco Contact Centre Express system which allowed 10 simultaneous users full Contact Centre features. As part of the solution, GGR developed an application that pushes Unified Contact Centre Express statistics to a physical wallboard to assist in the busy contact centre environment.

To facilitate the new telephony system, GGR Communications replaced the existing network with an MPLS Network with full end-to-end QoS for voice and real time traffic. The MPLS guarantees the quality of voice through the behavior and treatment of voice packets throughout the network, which meant telephony speech quality would be vastly improved. This network was interconnected to a SIP switch for incoming and outgoing calls from the Cisco telephony system, further ensuring quality and simultaneously reducing their 0800 number bills by 60%.

Implementing this new solution with GGR as the single service provider gives WCH the confidence that problems will be identified and fixed immediately, whilst improving voice quality and reducing outages. Although the project wasn't focused on cost savings, Worcester Community Housing now report that their annual telephony costs have been reduced by 12%.

"GGR are a knowledgeable and responsive telecoms partner that has helped Worcester Community Housing significantly improve all areas of our telephony network and communications infrastructure. With their expertise, they took control of our network and made it work the way we wanted it to rather than using standard products and having to change our operation to fit the product."

Mark Pinder, Head of IT, Worcester Community Housing

"GGR's helpdesk is really impressive with calls guaranteed to go straight through to an engineer and problems dealt with efficiently. By using a responsive ticket process, the expert engineers are able to keep track at each stage, giving the IT team here at Worcester Community Housing the confidence it will be resolved professionally."

Richard Husband, Worcester Community Housing