

NEC communications take care of prestigious retirement homes

Lakeview Rest Homes St Annes, Lancashire, UK



LAKEVIEW
PRESTIGE RETIREMENT HOMES

Customer

- Lakeview Rest Homes

Industry

- Rest / Care Homes / Hospitality

Challenges

- 24/7 connectivity required
- High service levels for residents
- Multi-site organisation
- Mobile nursing staff

Solution

- NEC UNIVERGE SV9100 communications platform
- ACD (Automatic Call Distribution)
- SV9100 IP Handsets, I766 DECT & Mobile Extensions

Results

- 30% increase on call conversion
- Improved levels of care & guest satisfaction
- 33% call cost reduction for clients & families



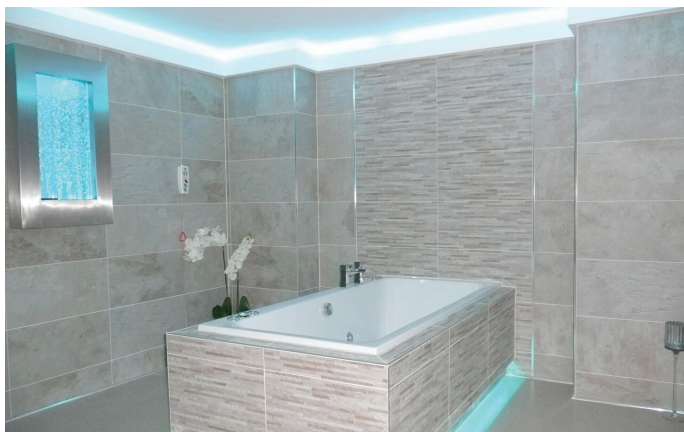
“We have no hesitations in recommending NEC as a preferred supplier as it has certainly provided dividends for ourselves at Lakeview Rest Homes. They delivered a tailored solution perfect for our individual requirements and challenges.”

Pete Wood, MD

Challenges

To maintain the highest levels of care, Lakeview requires 24/7 connectivity across four rest homes between nurses, clients and their families. The existing PBX was causing major problems and the cordless solution was unreliable. Other challenges included the nursing staff being mobile around the premises, coupled with the complication of Lakeview being a multi-site organisation – it meant communications weren't up to standard.





Solution

An NEC SV9100 Communication Server was installed linking the communications for all four branches. ACD (Auto Call Distribution) enabled calls to be routed intelligently and key staff to be contactable 24 hours a day.

Mobility issues were solved with NEC cordless I766 DECT handsets with multiple base stations around the premises. Mobile Extensions were also implemented enabling phone system functionality on users smart phones.

Results

The enhanced communications ensured calls were getting through to the right people first time improving response times, customer satisfaction and peace of mind.



“Our call enquiry conversions increased by an impressive 30%. The SV9100 enabled us to deliver the highest level of care for our residents and their families.”

Pete Wood, MD



“Our call enquiry conversions increased by an impressive 30%. The SV9100 enabled us to deliver the highest level of care for our residents and their families. Incoming enquiry calls are now delivered to the correct person, regardless of which rest home enabling effective first time call resolution.”

Residents also benefitted from direct dialling extensions straight to their rooms enabling them to stay in close contact with their families. Pete Wood continues, “It also provides the residents with a no liability agreement and savings of over 33% on the line rental and call package as compared to BT.”



About

Lakeview Rest Homes are a family run group situated in the seaside resort of Lytham St Annes in Lancashire and were established in 1987. They provide exceptional levels of care, high specification accommodation and facilities.

The company focus on providing a personal level of care which recognises the importance of independence, dignity and choice.



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