

# AXONEX DEPLOY ADVANCED BUSINESS CONTINUITY SERVICE FOR THE CADARN HOUSING GROUP



## Driver

Reduce the telephony costs across 10 locations



## Solution

LAN, WAN, security, wireless, and collaboration design



## Outcome

Enhanced cross functional employee, inter-departmental, and cross geographical collaboration



## CHALLENGE

Newydd is a charitable housing association that offers 2,600 affordable homes for rent and sale to people where need is at its greatest in Mid and South Wales. The Newydd vision is simply to provide affordable homes and sustainable communities with excellent services to tenants and customers.

Driven by the need to manage telephony costs across 10 locations throughout Wales, Cadarn embraced Voice over IP based solutions in 2009. In addition and in response to compliance requirements a comprehensive Call Recording solution was also specified. Research undertaken by Cadarn showed that their customers' preferred method of communication was via phone. Responding to this customer preference and to enhance the customer experience, Cadarn established a new contact centre located in Tongwynlais, near Cardiff in 2012.

## SOLUTION

Recognising Cisco as the leading supplier in the market for Collaboration solutions and acting upon a strong recommendation from Cisco and other housing associations across the UK, Cadarn briefed Axonex on its requirements for a high performance voice network. The Axonex proposal was based on a Cisco Unified Communication solution. Axonex also supplied an advanced call recording application from Red Box Recorders.

For the future Cadarn are looking at investments in further growth in its customer contact centre and is looking at reducing inter office travel and associated costs by assessing the extensive benefits offered by the deployment of Cisco TelePresence solutions.

## OUTCOME

*“ At Cadarn, we quickly saw that the Telco expertise and professional, ongoing support was a significant factor in the Axonex proposal. By working with Axonex we have been able to carry out our Business Continuity Planning ”*

Paul Roberts – Chief Executive of Cadarn Housing Group.

