

### Telephony & IT services

- ✓ Avaya IP500 telephone system
- ✓ Telephone system support
- ✓ du Pré Calls and Lines
- ✓ Virtual numbers
- ✓ BT LearningStream
- ✓ IT Hardware Supply & Support

### IT Manager

Mr Berny Meunier

### About

St. Michael's Hospice in North Hampshire helps people faced with a life-limiting illness, their families and carers by providing a choice of specialist care and support to enable them to attain the highest possible quality of life.

Having purchased a Panasonic DBS telephone system from du Pré plc in 1994, St. Michael's Hospice in Basingstoke decided it was high time for a state-of-the-art Avaya system to take the charity into the 21st century.

"The Avaya IP500 is quite simply the best value for money in terms of product quality and flexibility." And someone like Berny Meunier, IT Manager for St. Michael's Hospice, knows exactly what he is talking about.

The charity initially bought a Panasonic telephone system over fifteen years ago, and enjoyed many years of use from it. With du Pré having supported the previous system for all these years, it seemed logical to turn to them for the supply of a new IP-enabled system.

"The IP500 from Avaya was the perfect choice for our organisation as we wanted the ability to answer switchboard calls from multiple desks. We had some major problems during the snow last winter as the receptionist was unable to make it into the office. But the IP500 is perfect for overcoming issues like this," said Berny.

One of the features many organisations find beneficial is the ability to use a variety of handsets off the same system. This means significant cost savings can be made (by retaining analogue extensions in less frequently used locations) while embracing the digital era with fully enabled IP handsets.

And the ability to easily check voicemails when out of the office keeps all staff operating much more efficiently.

St. Michael's Hospice, like so many organisations today, have a great need to save time and money, and the Avaya system is an enabler to help achieve this. "I have far more control now than ever before as I now have the ability to program the system to meet our needs," explained Berny.

He continues, "This means I don't have to call du Pré when we have any adds, moves or changes. A good example of this is when we needed a hunt group for our Fundraising Hotline, allowing anybody to answer calls. I created this ability in just a few minutes.

"Furthermore," says Berny, "because I can monitor calls and analyse line usage, I already know we have sufficient capacity for expansion without any additional costs.

### Calls and Lines with du Pré

Until recently, St. Michael's Hospice used BT for their calls and lines at all sites. This service is now provided by du Pré plc too, meaning there is just one place to call for all telephony support needs.

Berny explains why this solution works so well for St. Michael's Hospice. "We've seen a vast reduction in costs by tying together the Avaya system with calls and lines. This means we can recoup **all** the costs of the phone system with these savings in a very short time."

For further information,  
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