

## Children with Cancer UK

In February 1987, leukaemia claimed the life of 14-year-old Paul O’Gorman. Within weeks of his death, Eddie and Marion started fundraising. Just nine months later, another devastating blow struck the family when Paul’s sister, Jean, was also killed by cancer.

In November 1987, just days after Jean’s death, their parents, Eddie and Marion O’Gorman, met Diana, Princess of Wales. Deeply moved by the double tragedy, she personally helped to establish this charity.



### Summary of requirements

- CWC’s wanted to upgrade their existing Avaya IP Office telephone system and also move the system in to the cloud.
- A new Power over Ethernet LAN switching solution was required.
- Give employees working on the road full access to the communication system as well as single number use with voicemail to email.
- Ability to scale the number of agents up and down to meet seasonal and project demands.
- Call recordings must be available for all calls.
- Audio and video meeting solution.
- A reduction in the cost of both telephone calls and line rental.
- Improved resilience of the telephone system.

### Solutions and services provided

- WPT provided its Stratus hosted telephony solution (Powered by Avaya IP Office) with Telephony & UC licenses, also provided was the Avaya Equinox UC solution.
- WPT provided a number of HP switches to support the network.
- Avaya Media Manager was selected for voice recording.
- A new high-speed internet resilient/dual circuit was deployed to improve resilience and failover within the network.
- The businesses ISDN phone lines were converted to resilient SIP with Avaya Call Manager.
- Equinox Meetings Online was deployed as the charity’s video and meetings solution.

### Business Benefits

- WPT’s Avaya Stratus telephony solution provides a Unified Communications Solution across the business for office, mobile & home workers allowing users work from anywhere with the same functionality and access to the network as if they were in the office.
- Business continuity has been significantly improved with the core solution being installed in an off-site data centre with local resilient back up.
- Converting the businesses ISDN phone lines to SIP slashed the charities line rental and call costs.



- Avaya's Equinox App allows staff who are using their mobile phones when out of the office, to still have the same access to the businesses telephone system as people who are in the office. In addition to this, One-X allows these staff members to be reached on the same number regardless of their location.
- Capex costs were avoided and all monthly Opex costs were reduced despite installing a new solution.

### Testimonial

*"Telephony is massively important to Children with Cancer, successful fundraising allows us to operate and help families across the UK. West Pier were able to provide an Avaya solution that maximised our potential for managing communications successfully. Their expert knowledge when planning and configuring the solution has been apparent throughout and we are very happy with the ongoing support they provide. I really would be delighted to recommend them to anyone."*

Jason Rigby CEO

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If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til ([matthew.vt@westpiertele.com](mailto:matthew.vt@westpiertele.com))