

CASE STUDY

THE NATIONAL CENTRE FOR DOMESTIC VIOLENCE (NCDV)



The National Centre for Domestic Violence (NCDV) was founded in 2003 by Steve Connor. The organisation provides legal support for victims of domestic abuse. In addition, they train law students from universities and training centres throughout the country and run specialist training courses for police forces and government agencies. There are 6 full-time staff, 12 permanent volunteers and about 140 law and other students who accompany victims into court. With branches in London, Manchester and Newcastle the NCDV plans to open branches in 16 areas within the next two years.

FLEXIBLE SUPPORT

NCDV needed a cost-effective system which could link their growing network of offices, volunteers and remote workers and which was flexible enough to meet their dynamic communications needs. As an emergency support organisation, they needed reliably to capture emergency calls 24/7. It was also imperative to get detailed call reports to produce data for external partners, such as local authorities, police forces and government agencies, and those who referred victims to the NCDV.

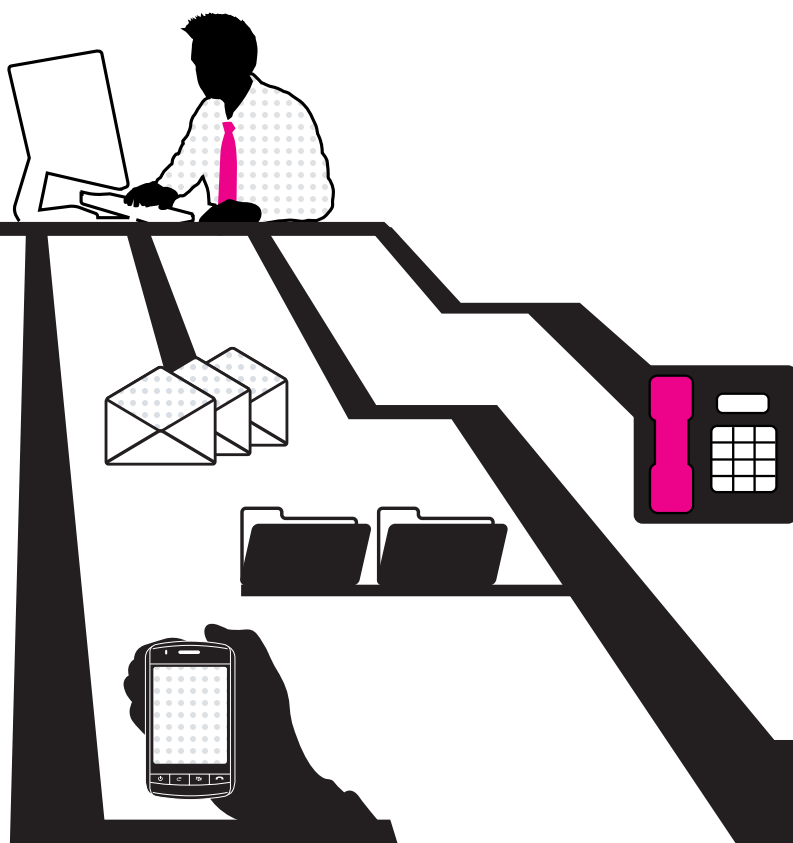
COMMUNICATIONS WITH SCALE

A hosted iPBX solution was chosen because it provides an efficient, cost effective means of linking offices, volunteers and remote workers. It is easily scalable so the NCDV can join new offices and staff to the service as required. In addition, the solution can handle an unlimited number of simultaneous calls and generate call reports as required. This is ideal for gathering the statistics the NCDV needs in order to provide information for referrers.

FIRST CLASS SERVICE

Steve Connor says "With a hosted iPBX solution, I can be confident that our callers will always get through, which is vital to the role of the NCDV."

"I have the flexibility of a telephone service which I can control online, anywhere where there is a PC, so I do not need to be in the office to change settings, redirect calls or extend the service to new users. I can collect call reports online and produce vital data for our stakeholders wherever I am."



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