

Introduction

Cuerden care was established in 1989, and since then have provided 30 years of excellent service. Cuerden Care have homes in Wigan, Preston and Bolton and have provided thousands of residents a comfortable and supportive home. Their quality care is of upmost importance to them, and they take great pride in reaching the excellent standards ratings they achieve. They have residential and nursing care centres to accommodate every need their service users have.



Case Study

VoIP Phone Systems

Requirement, solution and what Lansafe did.

[Cuerden](#) were looking for an easy way to communicate between their sites across the North West; to ensure that the managers and staff could communicate effectively to safeguard their current residents and keeping the residents' families in close communication was at the forefront of importance. With numerous issues with previous providers and absent support, Cuerden decided to make the change to Lansafe.



We installed & provisioned:

- 20 WiFi Phones
- 15 Deskphones
- Hunt groups across all 7 sites
- Music on Hold
- Voicemail to Email
- Multi – Site Functionality

We took the time to sit with each individual manager of the care homes and establish the system that would work for them, from hardware requirements to the different VoIP features available. After this we then sat with the directors and discussed all options and planned a simple, affordable and efficient process to onboard their multiple sites with minimal disruption to their daily working environments.

See what Cuerden Care said about Lansafe.

'Lansafe set up our new telecoms systems at 7 sites from a very unprofessional provider. On the day of installation there was no loss of services and the installation was done very quickly by very knowledgeable, professional staff, this service was second to none. We now have a fantastic, reliable support from the team who are always at the end of the line and nothing is too much trouble for them. We would highly recommend Lansafe LTD.' **June Beddows, Finance Director.**



'The main priority for this VoIP phone system install, was to deliver on the promise that communication between sites was possible and the customer was happy.' **Ruth Baxendale, Business Development Manager**

All sites had new broadbands fitted, brand new VoIP phones installed with a mixture of desk and WiFi phones, and full training was given to staff with consistent support offered to all sites. We continue to support Cuerden Care with any adaptations they may require and have thoroughly enjoyed working with them to ensure they receive excellent customer service.

Lansafe have VoIP phone systems with numerous advanced features to meet the requirements for all industries. If you have multiple sites, numerous departments or require a more bespoke offering, then Lansafe will have the solution for you. Contact our team on 01257254120 or email our team on VOIP@lansafe.co.uk

Advanced Features Available with our VoIP Phone Systems:

- ✓ Call Recording
- ✓ Voicemail to Email
- ✓ Comfort Message
- ✓ Mobile Extensions
- ✓ CRM Integration
- ✓ Wallboards
- ✓ Call Diversion

