



Hosted contact centre supports delivery of critical home care services to over 800 clients

Case Study : Fingal Homecare



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Client: Fingal Homecare

Sector: Healthcare

About Fingal Homecare

Founded in 1981 Fingal Home Care Ltd has rapidly grown over the years, and offers a comprehensive range of Quality Home Care Services to assist people to remain in their own homes. The company currently employs almost 300 highly skilled carers and covers vast areas of Dublin North from the Liffey to North County Dublin, Co. Louth and across to Dublin West and Co. Meath.

Solution Benefits

More flexible and feature rich voice communications system – allowing higher call completion rates and redirection of calls to relevant business functions

Improved staff productivity – thanks to shorter call and waiting times

Higher level of service for patients with dementia illnesses – call recording gives next of kin peace of mind and full confidence in the service
Investment protection – intellicom | **intune** is future-proofed allowing migration to multimedia communications as and when required

Powerful call reporting – allowing full transparency of team performance and better scheduling of resources

Peace of mind – robust infrastructure with triangulated connectivity across data centres in Dublin and Cork, supported by an enterprise class SLA



“We’re looking to future proof ourselves and that’s one of the reasons why the Intellicom solution was chosen. It’s worked really well for us.”

Andy Shortall, operations systems manager, Fingal Home Care.

Leading not-for-profit home care services provider, Fingal Home Care has contracted Intellicom to deploy a two-site contact centre solution for its business. The intellicom | **intune** solution supports the delivery of critical home care services to over 800 clients in north Dublin, Louth and Meath. The hosted contact centre supports several functions within the business, including client communications, the scheduling of shifts for carers, who work flexible hours and the monitoring of carer shifts. The company’s central administration function, located at head office in Skerries, Co Dublin, manages daily call volumes of approx. 500 calls across 5,000 individual shifts. Up to 300 staff provide home care services to those in need, promoting independence and the highest levels of dignity for clients who wish to remain at home.

Business Challenge

With government policy focused on providing health care to vulnerable people in their own homes, Fingal Home Care has undergone strong growth in recent times and is one of the country’s largest not-for-profit home care services providers. However, with growth come challenges and streamlining communications was one of them as Andy Shortall, operations systems manager with the company explains.

“Prior to the current solution, we had just two phone lines in place; one for clients and one for carers and the monitoring team. But if one line was busy, people couldn’t get through so we were experiencing a high rate of dropped calls. We knew that the communications process wasn’t at the level that was needed for such a critical service and we quickly set about sourcing a new solution that would allow us to deliver a better service to clients from the office and to our monitoring staff on the road.”

Solution

Following a review of four different providers, Fingal Home Care chose the intellicom | **intune** platform. As a hosted contact centre solution, company staff didn’t have to worry about the overhead of supporting an on premise PBX system and deployment of a robust, high speed, managed broadband link services voice and data connectivity into the head office location. Plug and play functionality ensures staff enjoy a feature-rich communications experience with call hunting, voice mail and call recording, out of the box.



intellicom®

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intellicom | intune Key Features

- Scalable for larger volume contact centres or smaller departmental-level helpdesks.
- Feature-rich, customer experience out of the box.
- Simple, transparent licensing model which reduces costs.
- Powerful agent reporting which streamlines operations improves productivity and reduces costs.
- Custom-build design capability with in-house software engineers.
- Flexible and scalable infrastructure which adapts to the call centre environment as required.
- Multi-channel services supporting Voice, Video, IM, email and SMS based communications.
- Powerful multi-functional dialler module to support automated outbound sales and service campaigns.
- Third party integration service offers bi-directional communications with many other vendors hardware and software solutions.

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The Solution

“Staff can quickly add, move or change handsets across both locations without having to engage technical staff. Because the system is based on Voice over IP we can quickly and easily increase the number of operational voice lines associated with the services. Voice mails are received in the form of WAV files and can be quickly acted upon and archived. But one of the big benefits is the facility to allow staff to work from home. They can have all the functionality of sitting in the office, by leveraging their broadband and a static IP address, which we configure,” he said.

Business Benefits

But one of the biggest and perhaps unexpected benefits of the solution, has been the improvement in staff productivity, thanks to the feature-rich call reporting dashboard.

“We’ve seen an increase in staff productivity of between 17 and 25 per cent,” said Mr Shortall. For the first month, we tracked call rates and duration times to create a baseline or benchmark. And we’ve managed to reduce the average call time by about 6 seconds. It doesn’t sound like much but when you have a diabetic client who needs insulin urgently, every second counts.”

The ability to record all inbound and outbound calls is also an important feature of the new solution. And while it’s not yet mandated by the HSE, it’s invaluable in cases where clients have dementia or Alzheimers. “It gives us the peace of mind that we have the backup for any calls that we make and delivers a higher level of service to clients and their next of kin,” said Mr Shortall.

Why Intellicom ?

“We’re looking to future proof ourselves and that’s one of the reasons why the Intellicom solution was chosen,” said Mr Shortall. “We’re investing heavily in infrastructure and the contact centre solution from Intellicom is a major part of that.

“It’s worked really well for us. After sales has been brilliant and I have confidence that any issues will be resolved quickly and efficiently,” he said.