

Vodafone UK ensures the Seren Group delivers faster support to vulnerable people

- **Vodafone UK's fixed and mobile unified communications helps Seren employees quickly provide urgent housing and support services**
- **Vodafone's unified communications solution automatically routes calls to Seren staff's mobile and desk phone simultaneously – meaning colleagues and clients can ring just one number to reach an individual faster.**
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Vodafone UK is helping the Seren Group communicate even quicker with the people in South Wales and Swindon who need their help most.

Seren Group provides housing and support services to people across South Wales and Swindon. People who contact the Seren Group often need urgent support, so it's crucial Seren contact centre staff and staff at the various offices can work together effectively and quickly to resolve an issue or enquiry. It's also essential for staff to be able to track down individual colleagues easily.

With Vodafone UK's integrated fixed and mobile communications service, call centre agents are able to connect callers to Seren employees faster and more effectively than before. At the same time, the company has been able to cut costs by bringing all its communications together in one place and reducing the time its IT team spend on managing communications.

Vodafone's unified communications service for Seren automatically routes calls to staff's mobile and desk phone simultaneously – meaning colleagues and clients can ring just one number to reach an individual. It also means staff can access their email, voicemail and fax messages through a single inbox; and a new video and telephone conferencing system enables them to hold meetings from wherever they are based so decisions and actions are progressed faster.

Mike Phillips, Head of ICT, Seren Group says: "We have significantly improved communication thanks to features such as call logging and voicemail in Outlook, which makes accessing and storing voicemails simple"

As part of the Vodafone service, mobile email and mobile broadband has also been introduced to Seren to help employees in remote locations keep in touch.

Seren's employees will soon also be able to check the availability and whereabouts of people in the organisation using presence technology, making it easier to find colleagues and thus improving response times and customer satisfaction.

For more on Vodafone's fixed, mobile and unified communications solutions, visit:
www.vodafone.co.uk/builtaroundyou

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Notes to editors:

About the Seren Group:

The Seren Group provides housing, support and other services to individuals and communities across South East Wales and Swindon, Wiltshire. The Group is a not for profit organisation, employing over 900 people and managing 5,100 homes across the region. The Group comprises Charter Housing, Fairlake, Gwent Homes, reach supported living, Solas and Pen yr Enfys.

For further information please contact:

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