

Oxleas NHS Foundation Trust



The Customer

Oxleas is an NHS Foundation Trust providing community health, mental health and learning disability services. Oxleas have a workforce of around 3,500 across 80 sites in a variety of locations across the London Boroughs of Bexley, Bromley, Greenwich and Kent.



The Challenge

With a large workforce across multiple locations, Oxleas were looking for a communications system to:

- Implement hot desking across all sites to allow employees to work at any site and take their extension number with them
- Reduce ongoing telephony costs
- Increase collaboration, efficiency, making it quicker and easier for staff to communicate and share ideas
- A resilient system with failover to ensure constant connectivity
- Solution to be installed separately to the existing IT Network



Solution

- CM – 10,000 ports
- Introduction of SIP trunks to replace traditional technology
- Geographical redundancy
- 3000 x LIP-9010 handsets
- LIP-9030 for receptionists, Administrators etc. Digital & analogue handsets in varying locations
- Hot Desking
- Conference Bridge



The Benefits

- iPECS CM 10K
- Installation of IT infrastructure using Ericsson-LG switches
- Dual CM systems to give geographical redundancy – providing a highly resilient solution
- Hot desking has revolutionised the day to day working of the Oxleas, with those travelling to different sites having access to their own user profile through any iPECS handset - improving efficiency and internal communications
- A game changer to Oxleas has been that staff can now set up their own telephone conferences with no effort, by dragging up to a hundred users internally or externally on landline or mobile into a conversation

“ Oxleas has been delighted with the performance of the Ericsson-LG CM 10000 system. You’ve got two global brand names Ericsson and LG combined to deliver a package and it just fills me with a lot of confidence that we have chosen the right solution and that solution is going to work for a long time to come. ”

John Forrest, Oxleas