



Case Study

24/7 out-of-hours healthcare service chooses Business Systems for Call Recording Solution

“Our core hours are typically between 4.30pm until 8.30am the following morning on weekdays and all day Saturday and Sunday at the weekend – we need to work with a company that can handle this requirement as part of their everyday activity”.

Rus Clark, IT Manager,
Frendoc



Frendoc has achieved significant productivity gains by replacing their media based call recorder with a VocalCompactPro secure recording server. Operating “out-of-hours” they chose Business Systems for the replacement system and 24/7 support.

Frendoc is a “GP Cooperative” which came into being to provide patient-care outside of normal working hours in and around the Bristol area. In conjunction with Primary Care Trusts each GP surgery in the Frendoc group has responsibility for ensuring that patients can have access to GP’s 24 hours a day.

The need to modernise the recording system at Frendoc was becoming apparent. With five staff handling calls, the weekly workload of recordings was mounting to the degree that archiving them to DVD discs on the old recorder was less than satisfactory.

In addition, call retrieval and replay was a time-consuming process, meaning that key staff were often diverted from core activities.

Business Systems was chosen as the new supplier based on their product design and 24/7 support capability. Rus Clark, IT Manager at Frendoc explains;- *“our core hours are typically between 4.30pm until 8.30am the following morning on weekdays and all day Saturday and Sunday at the weekend – we need to work with a company that can handle this requirement as part of their everyday activity”.*





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Call recording at Frendoc is a mission critical requirement; the new VocalCompactPro is used for dispute resolution if there is an incident and as a training tool ensuring correct quality measures for internal staff. Rus Clark again commented, *“When looking for a new system I wanted technology that was easy to integrate and easy to use. It needed to have an intuitive friendly interface ensuring calls could be found quickly and efficiently. We have non-technical staff and I wanted them to be able to operate the recording application in my absence - the VocalCompactPro ticked all the boxes.”*



With its multi-parameter indexing and search capability the VocalCompactPro can locate recordings in various ways, such as:- CLI, outgoing numbers, date, time and extension. The system works as a secure server which means staff can retrieve and listen to calls at their PC desktops and create transcripts if necessary, offering a level of flexibility never achieved before. Everything is in one place and accessible online so that finding a call is straightforward. The IT team no longer have the hassle of trying to retrieve calls from a disc library.

Rus Clark concluded:- *“The team at Business Systems were informative and very quickly understood my needs, as a consequence our staff can deliver a higher quality and more consistent service, secure in the fact they have the 24/7 support to back them up”.*

About Business Systems UK Ltd

Business Systems is the UK's largest independent provider of market leading call, screen and VoIP recording solutions. The company offers unbiased advice on the 'best fit' solution from industry leading manufacturers accompanied by fully project managed implementation, consultancy and maintenance services.

Professional services include assistance in implementing quality monitoring and advanced analytics programmes or enhancing existing ones whilst setting up measurable objectives to ensure a speedy return on investment.

Business Systems, services and maintains tens of thousands of channels in the largest call recording installations across call centres throughout the UK and in over 40% of London's Financial District.

All professional services are offered directly from in-house service personnel certified by various partners including NICE systems. Business Systems is also ISO 9002 accredited ensuring all services delivered are of the highest quality.

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