

## Client Requirements

VOCAL is a charity that provides additional support to carers throughout Edinburgh and Midlothians. To aid their strategic growth plans, they required a reliable and efficient technology solution for their new HQ, a 200-year old building in Edinburgh.

As their existing IT provider, Network ROI's team of experienced project engineers designed and installed an entirely new wireless infrastructure that would enable VOCAL to operate in an entirely new way.

An important consideration for this project was to make it affordable without sacrificing security, functionality and reliability.

## Project specs

- Hot-desking and increased flexible working capabilities
- High-speed, reliable Wi-Fi throughout the office
- Cloud-hosted and hands-free telephone system to aid confidentiality and improve efficiency
- Fibre leased line to deliver fast and reliable internet connectivity with a guaranteed SLA
- Modern, secure laptops running Windows 10 and Office 365 to aid flexible working and increase disaster recover capabilities

## Challenges

Working in such an old building on multiple levels, thick walls and high ceilings provided a challenge. Conducting a thorough Wi-Fi survey at the outset helped our engineers overcome these issues.

VOCAL contracted other companies to carry out essential works to ensure the old building met modern building regulations. As a result, some key milestones changed, potentially putting the project off-track. Clear and consistent communications from Network ROI engineers ensured these obstacles were easily overcome.



### PROJECT AT A GLANCE

A brief look at VOCAL's technology requirements.

- Secure and reliable wireless infrastructure
- Fast & reliable connectivity
- Cloud-hosted telephony with hands-free option
- Laptops running Windows 10 and Office 365

### BENEFITS AT A GLANCE

VOCAL's technology project delivered benefits that include:

- Greater confidentiality when taking sensitive calls
- More efficient workflows due to telephone headsets
- No more Wi-Fi dead spaces throughout the building
- Flexible working spaces





## Project Outcomes

The wireless infrastructure project has truly revolutionised the way everyone at VOCAL approaches work.

**Flexible working spaces** let VOCAL staff, a mix of full-time and part-time and volunteers work from any desk, work from home or from other offices.

**Cloud-hosted Gamma telephony** delivers modern and future-proof telephony that opens doors to future growth and resilience.

**Hands-free headsets** offer increased call confidentiality, an essential element of delivering sensitive services.

**Fast fibre internet** delivers secure and reliable internet connectivity which will power the future scalability and productivity required to meet VOCAL's future growth targets.

**Powerful laptops with Office 365** enable busy staff to work from anywhere with the powerful security features of Office 365 built in.

**Secure and reliable Wi-Fi** delivers superfast broadband in every room of VOCAL's 200-year old building - a feat never accomplished prior to this project

**Working with a trusted IT** partner has ensured everyone at VOCAL has access to technical resource when required. VOCAL Chief Executive, Sebastian Fischer praised how Network ROI have dealt with technical teething issues and helping users learn the new systems.



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## WATCH THE VIDEO CASE STUDY

We interviewed VOCAL CEO, Sebastian Fischer at their brand new HQ in Leith, Edinburgh.  
<https://vimeo.com/290172782>

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