



NEW IT AND CONNECTIVITY HELP TO MODERNISE AIR AMBULANCE'S COMMUNICATIONS



- **Industry:** Charity
- **Location:** Midlands
- **Employees:** 42

THE CLIENT

Midlands Air Ambulance Charity are a nationally recognised charity with a number of remote sites across the Midlands. Operating as one of the largest air ambulance charities in the UK, communication and technology is key to the success of maintaining and sustaining such a vital service.

THE CHALLENGES

Connectivity not scalable, creating bottlenecks in business efficiencies

Aging routers and switching backbone causing support and stability issues

Costly communications between sites, and lack of inter-office connectivity



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KEY OUTCOMES



1

New telephony hardware

Received a new hosted telephony environment, in addition to all sites receiving new handsets.

2

New telephony systems

All phone numbers have now been consolidated into EBC Group as SIP calls, which allow for free calls between sites.

3

New IT hardware and software

Future proofed IT systems, enterprise level firewalling, routers and switches have been installed to accommodate new circuits and speeds, as well new fibre across all sites



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We were looking for an organisation that could take us to the next level of IT provision. EBC Group offer exceptional value for money and support us in our commitment to keep our costs down, enabling us to re-invest as much as possible into patient care.

Hanna SebrightCEO, Midland Air Ambulance Charity

APPROACH

EBC Group began by scoping Midlands Air Ambulance Charity's internet connectivity, advising on the best services available, whilst also taking into consideration the cost restrictions of the charity.

- Advised on the most suitable hardware required, that would work in conjunction with new circuits, firewalls and routers
- An in depth analysis into phone bills took place in order to help consolidate multiple site phone numbers into one manageable bill, that provides both clarity and cost savings whilst utilising SIP for calls.
- Plans for a private WAN, which would create a central hosted telephony platform within EBC Group allowing for inter-site connectivity with voice and data.

RESULTS

Midlands Air Ambulance Charity now benefit from new full inter-site connectivity and free calls thanks to new routers, switches, circuits and a hosted telephony solution.

- All phone numbers have now been consolidated into EBC Group as SIP calls, which allow for free calls between sites.
- Received a new hosted telephony environment, in addition to all sites receiving new handsets.
- Future proofed IT systems, enterprise level firewalling, routers and switches have been installed to accommodate new circuits and speeds, as well new fibre across all sites

READY TO START?

Arrange a free consultation today