

EMS (UK) Ltd

Sector: Healthcare

Established in 2008, EMS (UK) Ltd is one of the few independent, frontline ambulance providers that can offer the services of highly qualified pre-hospital care personnel. Based in County Durham, the firm has undergone rapid expansion, leading to a move to new premises.

Services

- VoIP
- Staff training

The challenge

While preparing to expand to its new premises, EMS (UK) Ltd was let down by its contractor, a national telecommunications provider, which had failed to deliver and install a fully-functional telephony system, as promised.

This led to significant disruptions to EMS' business activities, with staff forced to transfer calls to mobile phones that impacted on the productivity of the business.

With no clear or long-term solution in place, Odyssey Systems was employed in 2015, as a first-time customer, to install a fully-operational telecommunications system and put an end to the disruption, at a time which was supposed to be an exciting start to life in premises.

The solutions

Odyssey Systems got to work immediately and carried out a thorough assessment to establish what would best suit EMS' requirements. It was recommended that a VoIP telephone system would allow for optimum connectivity, as well as improve EMS' telecommunications infrastructure.

The project was completed within two days, limiting the disruptions that EMS (UK) Ltd faced during this time. Staff were also given extensive training to ensure a smooth transition.

