

The Trust needed a modern, multichannel contact-handling solution.

Industry Sector

Health and social care

Hertfordshire Partnership NHS Foundation Trust (HPFT) provides health and social care for over 400,000 people with mental ill health, physical ill health and learning disabilities across Hertfordshire, Buckinghamshire, Norfolk and North Essex.

HPFT employs nearly 3,000 staff who deliver services within the community, as well as inpatient settings.

HPFT also delivers a range of nationally-commissioned specialist support, including Tier 4 services for children and young people, perinatal services and medium and low secure learning disabilities' services.

The Single Point of Access (SPA) contact centre in St Albans processes referrals via telephone, email and post for CAMHS (Child and Adolescent Mental Health Services), Adults, Older Adults and Wellbeing. In 2018, SPA processed over 55,000 referrals.

The SPA contact centre now benefits from Rostrvm Solutions' Cloud Contact Centre Service, which includes:

- Inbound contact handling with intelligent queueing and skills-based, multi-channel ACD.
- Outbound contact management.
- In-call scripting and process flow management.
- Call recording and retrieval.
- Operational and business outcome reporting with real-time displays and dashboards.
- Remote working with true location independence.
- Business continuity resilience.
- UK-based service and support from Rostrvm Solutions' experts.

The challenges

HPFT's SPA contact centre is a central gateway for people contacting its mental health service. It deals with many different types of contact including referrals, some of which are complex. Patient safety and security is its priority at all times.

The contact centre's previous call-handling system was basic, with very limited reporting capabilities and minimal telephony integration. The Trust needed a modern, multichannel contact-handling solution.

Rostrvm Solutions is on the Government approved G-Cloud list of suppliers and the Trust came up with a shortlist of six service providers.

A cloud-based solution best fitted their needs because of its flexibility and security.

Lebert Dwyer, Operational Team Leader who joined HPFT in April 2018, said, "Although I arrived after Rostrvm Solutions had been implemented I was made aware of the previous challenges.

"SPA was not operating efficiently due to the basic ACD solution that was in place and daily tasks such as analysing call data and agent stats were not feasible. A contact centre culture did not exist."

The solution

Rostrvm Solutions' Cloud Contact Centre Service is now used by HPFT. Rostrvm provided a complete, integrated inbound and outbound solution to the Trust, which enables them to prioritise calls and ensure they are routed to the relevant person according to their skill set.

Project Objectives

A complete, integrated inbound and outbound solution was required, with priority call handling and skills-based routing.

"Rostrvm Solutions had a very proactive attitude and dealt with any 'unknowns' which came up - there wasn't anything that they couldn't manage."

Fiona Green

Highlight

Business continuity resilience has been improved dramatically, with the ability to add mobile phones as stations and remote working.

In conclusion

“Whereas some vendors will just build a linear solution, Rostrvm Solutions allows the client to take the reins after implementation and be self-contained.”

Lebert Dwyer, Operational Team Leader, HPFT

“Rostrvm Solutions has delivered a robust solution and I can see there is even more potential to unlock.”

Lebert Dwyer, HPFT

Different scripts are used by Referral / Clinical Advisors depending on the option chosen on the contact centre’s IVR menu by the caller. Agent wallboards and ticker messages, for example, are now feasible for HPFT.

The results

The contact centre can now manage call demand more efficiently with the tools provided by Rostrvm Solutions.

The IVR menu has options and callers know their position if there is a queue, which will help the service to reduce abandonment rates. Skills-based routing ensures contacts are connected to the most appropriate Referral / Clinical Advisor.

Rostrvm Solutions provides additional desktop capabilities for the Trust and is user-friendly. The navigation is intuitive, unlike the previous system, so Advisors can be more responsive.

Integrated call recording (inbound and outbound calls using Rostrvm Solutions) allows the Trust to listen again for legal, quality and training purposes. The service was operating previously without call recording. In one week, for example, there were six complaints but the call recordings allowed the service to prove the Clinical Advisors were respectful at all times and managed the calls safely.

Rostrvm Solutions’ reporting suite provides real-time dashboards so that Managers can be proactive in responding to variable demand. They also have tools which enable them to adapt to various situations on the fly. For example, they can record new IVR messages quickly and easily. Managers also have the tools to create new users and amend skill sets according to service demand.

Business continuity resilience has been improved dramatically since implementation. If there are any technical issues within the telephony infrastructure and there is still internet connectivity, agents are able to answer incoming calls using a mobile phone, which has been set up as a station within Rostrvm Solutions.

The ability to add mobile phones as stations has increased resilience by enabling Clinical Advisors to work remotely. The service no longer has the lone night shift Clinical Advisor working on site; the service is able to secure additional hours from individuals working from home, who may have declined as they were unable to work from the contact centre at short-notice.

Fiona Green, who was involved in HPFT’s procurement and implementation of **rostrvm** added, “Rostrvm Solutions had a very proactive attitude and dealt with any ‘unknowns’ which came up - there wasn’t anything that they couldn’t manage. The overall experience for both contacts and staff is better. We liked the way that they approached the project, tailored the system to meet our needs and included capacity for it to evolve going forward.”

Lebert Dwyer concludes, “I spent the first few weeks of my new role exploring Rostrvm Solutions’ capabilities and I found it very easy to navigate. Being web based, I approached it like a web browser and I was never concerned that I would ‘break’ something. I learned a lot just by exploring and experimenting.

“Rostrvm Solutions has delivered a robust solution and I can see there is even more potential to unlock. Whereas some vendors will just build a linear solution, Rostrvm Solutions allows the client to take the reins after implementation and be self-contained”.



Just add rostrvm

rostrvm simplifies your existing call centre and back office technology and processes so that they play well together. We do this with innovation and flexibility; qualities that are all too rare in a market that is largely served by traditional offerings from the traditional vendors with the traditional limitations.

We deliver tailored solutions and a unique combination of benefits that leave our competition standing:

- Commercial frameworks that really benefit your business. **rostrvm** works on site or hosted in the cloud and can be acquired on a capex, opex, subscription or pay-per-use basis.
- Support and improve any telephone system and IT environment. Why throw away your existing investment when you can enhance it cost effectively and with minimal risk?
- A truly integrated platform that supports truly integrated functionality. One administration, configuration and information environment for total control of inbound, outbound and back office contact and processes.

Our company

We're a British software company. We design, develop and support the **rostrvm** suite of applications and have a dedicated team of experts all based in Woking, Surrey UK.

We have a very demanding and loyal customer base that relies on us for the provision and support of their core call handling and process management functions. See our website for more case studies.

As a privately-held company we maintain a strong culture of independence, which is increasingly rare in our market sector. We see our independence as a major benefit to our customers and partners - it guarantees the openness of our technology and the objectiveness of our approach and advice.

What now?

You can find out more about us and what we do on our website. If you like what you see why don't you drop us a line or give us a call to arrange a meeting? We'll make it worth your while.

All of our people are call centre and process management experts with years of experience. We're used to dealing with a wide range of people, from those who know exactly what they want to those who haven't got a clue!

We don't have all the answers but you can be sure of our knowledgeable approach and can-do attitude that consistently meets and exceeds the expectations of our customers, so they can do the same for theirs.

We look forward to hearing from you soon.