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Eurolink supply:
Telephone Systems
Telephone Lines & Calls
Broadband Connectivity
Mobiles & Mobile Broadband
Hosted IT Solutions & IT Support



Case Study

ExtraCare Charitable Trust

Putting care and trust back into communications

The ExtraCare Charitable Trust identified a need to streamline their Telecommunication contracts and move to a single supplier in 2007. Providing facilities and support to residents of housing schemes and retirement villages, ExtraCare originally used multiple suppliers to service the complex needs of their Head Office and different UK residential contracts; this arrangement was inefficient and resulted in a variety of problems including service downtime, inconsistent call quality, lost call data and mislaid bills.

ExtraCare chose Eurolink Connect to provide a complete connectivity and telecommunication solution. Not only do Eurolink work with leading industry suppliers to provide the latest technology, they also ensure a smooth transfer of all lines and calls from existing suppliers. They were able to provide the reassurance, customer service and care needed to instil staff and residents with confidence and trust.

Starting initially with five villages, Eurolink implemented the revised services, approaching the brief strategically and undertaking detailed consultations with staff and residents to understand their different requirements. They started by spending a full week visiting each village, researching, meeting residents and finding out exactly what they wanted and needed; they then presented a bespoke solution for the five villages, giving an overview of how the new service worked, what they could expect and how they would be billed as well as outlining the preferential rates exclusive to village residents. This was subsequently extended across all twelve villages, as well as at their Head Office and schemes.

Since 2007 ExtraCare has worked to grow the business and Eurolink's remit has been extended to each of the new villages. Kevin Hudson, Head of Development, ExtraCare Charitable Trust comments:

"Eurolink work with their customers to go that extra mile and often liaise with both our staff and suppliers, in order to maximise our third party relationships, for example alarm companies. As a result, Eurolink are now working directly with the builders and developers of our new Retirement Villages to ensure that the communications are planned from conception. Indeed, our developers have become Eurolink customers in their own right." He continues, "I believe we have created an excellent partnership with two way communication; Eurolink contact us if they feel there are areas where we can better serve our retired communities, and the majority of residents are now signed up to Eurolink's packages. We're confident that our clients will always get the best advice."

In order to maintain the highest of standards and to uphold residential confidence, Eurolink often attend 'Street Meetings' and 'Friends Meetings' where they are able to meet with residents to discuss their concerns.

Claire Maddox, Operations Director, Eurolink Connect, concludes;

"Delivering exceptional customer service is at the heart of our company and we are proud to be able to treat residents as individuals, supporting their independence. We really enjoy working with ExtraCare and their residents, finding sustainable solutions to their complex and varied needs."

Everyone's requirements are different. We at Eurolink understand this and we are passionate about delivering personal, bespoke solutions tailored to each customer's specific requirements. Please contact us on **01453 700 800** for more information.

