



MULTI PHONE SYSTEM FOR EAST LANCS CHARITY

PAC POSITIVE ACTION IN THE COMMUNITY



SECTOR: Charity

EMPLOYEES: 30-50

SITES: 5

PRODUCTS: Multi-site phone system, business mobiles and lease line connectivity

"It has been a pleasure working with the GBIS Communications team. They have provided us with a unified solution for our business, seamlessly integrating a VoIP multi-site phone system and mobile phones for our staff."

They went above and beyond to help us configure our mobile apps with our desk phones, enabling us to manage calls effortlessly while on the go. We wholeheartedly recommend GBIS Communications."

CLAIRE BENNETT
PAC

OVERVIEW

Positive Action in the Community (PAC) was established in 1997 to meet the community's needs, which were not met through statutory provisions or other organisations, particularly in youth homelessness, domestic abuse and mental well-being.

PAC are a registered charity based in East Lancashire, with the vision to have a community that gives the most significant opportunity for a safe, fulfilled and aspirational life, free from, homelessness, domestic abuse and poor mental health.

The charity delivers a number of projects that include; supported accommodation, community-based support, support in educational settings, counselling, training, and personal development opportunities.

BUSINESS NEEDS

PAC's management team, overseeing a total of 5 sites, including an upcoming new headquarters, recognised the need to evaluate their existing telephone system, broadband infrastructure, and business mobile requirements. With the goal of finding a cost-effective solution that could accommodate their evolving needs for hybrid working, they reached out to GBIS Communications. GBIS promptly responded to the inquiry by conducting comprehensive site visits, gaining a deep understanding of PAC's unique business requirements.

THE END RESULT

GBIS Communications undertook a successful implementation of its VoIP telephony solution, HVFlex, leading to a complete transformation of its telecommunications system. GBIS provided PAC with 33 handsets, 20 mobile devices, and reliable lease line connectivity. This comprehensive solution ensures uninterrupted and seamless communication throughout the organisation, regardless of whether team members are located on-site or working remotely.