

Don't take our word for it.



“Charity helps nation respond to COVID-19 emergency as incoming calls soar by 500%”

Age Scotland needed a solution that could deliver on its goals. The charity wanted a **mobilised workforce, calls and queues in one place, a single set of reporting and the ability to access call records remotely**. The IT team wanted to spend less time fixing tech issues with its existing platform. They understood the advantages of switching to the cloud and having a complete refresh. Age Scotland **suddenly found itself on the front-line** – needing to provide vital services to protect age groups most at risk from Covid-19.

Age Scotland selected the **8x8 XSeries platform**, combining cloud PBX, video conferencing and contact centre capabilities. Then COVID-19 struck and **deployment became urgent**.

In fact, the **First Minister of Scotland, Nicola Sturgeon**, stepped in with immediate funding. Five days later, the system was live. Frontier and 8x8 had pulled out all the stops. “We closed on Friday, spent the weekend doing online learning and launched on the following Monday,” Stated Laura Stenhouse, Telephony Manager.

“**Frontier’s expertise proved spot on**. The 8x8 X Series met and exceeded expectations. It was easy to use, and employees could access the communication platforms they needed from home. 8x8 provided the qualitative data we needed as a **charity for audits and compliance with 18 different laws**,” recalls Stenhouse. “We could also add a donation line to service our fundraising campaign”.

“The cloud tech really works for us,” says John Douglas, IT Officer.

“Moving services online has been huge. **We’ve downsized on-premise equipment , reduced costs and strengthened business continuity**. With 8x8, we’ve got extra flexibility in resource provision and could **flex up a huge number of licenses easily**.” “8x8 surprised us with extra functionality that we now realise we need!” Stenhouse adds, “8x8 Meet has added a whole new dimension to our teams, community groups and veterans projects. We can host **friendship circles online and enable people to dial in**.”

“The system is so intuitive. We’re able to **manage queues perfectly and overflow to different teams**. The 8x8 solution has been so flexible and **such a good investment**.”

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