

Giganet

Market-leading
Internet & Telephony
for healthcare


Helping Hands
Caring since 1989



Award-winning
telecoms solutions
that enable
Helping Hands
to grow



As one of our
longest standing
customers, we have
supported Helping
Hands with a
comprehensive set
of communications
solutions for over
a decade.

Helping Hands homecare



The challenge

With over 140 branches nationwide and thousands of carers employed, Helping Hands have been enabling adults to continue to live safely in the comfort of their own homes, for over 30 years.

As an emergency service and the leading provider of homecare across England and Wales, robust connectivity is a non-negotiable necessity for Helping Hands. Both staff and customers must be able to rely on it, and be able to get in contact at any time, day or night.

Initially operating on an ISDN30 digital telephone infrastructure, not sufficient to run a growing business at the pace, Helping Hands cried out for a future-proof telecoms solution to handle calls and increasing data usage.

But with a raft of available products and solutions, in a market that is truly vast, simply knowing where to begin was daunting. A procurement fail could result in a poor service, high costs and wasted investment.

Giganet were uniquely positioned to help.





Unbeatable **connectivity and telephony** solutions for healthcare

Call reporting	Call recording
Hunt groups	Voicemail to email
Hot desking	Quality reception working
Greeting system	Hold music
Voicemail	Enhanced call screening
833 users	Administration tools
Resilient solution	Mobility
Direct Dialling In	Caller ID
Interactive Voice Response (IVR)	65 active SIP trunks with 65 standby

The solution

Our jargon-free, friendly approach ensured the task of improving the communications was an easy one. Our technical team worked with them to survey systems that were already in place, exploring what has worked well in the past, and most importantly, what could work better going forward.

We installed a dedicated Giganet Leased Line into their Head Office in Alcester, to give uncontended internet access and much faster speeds.

As the organisation grew rapidly, we provided connectivity and VoIP telephony to each new site, which was scaled up to accommodate their brand roll-out.

We later converted this connectivity to a fully managed, seamless MPLS, which now incorporates their HQ, call centre and over 140 branches, offering control, visibility and manageability.

Giganet's ultrafast connectivity and bespoke offering ensures Helping Hands has a secure, scalable and seamless multi-site solution. Enabling SSL on their softphones to avoid the need for client VPN's, making their IT set up simpler and more efficient for remote working.

With a comprehensive aftersales maintenance package, the academy does not have to worry about their telecoms & connectivity again.

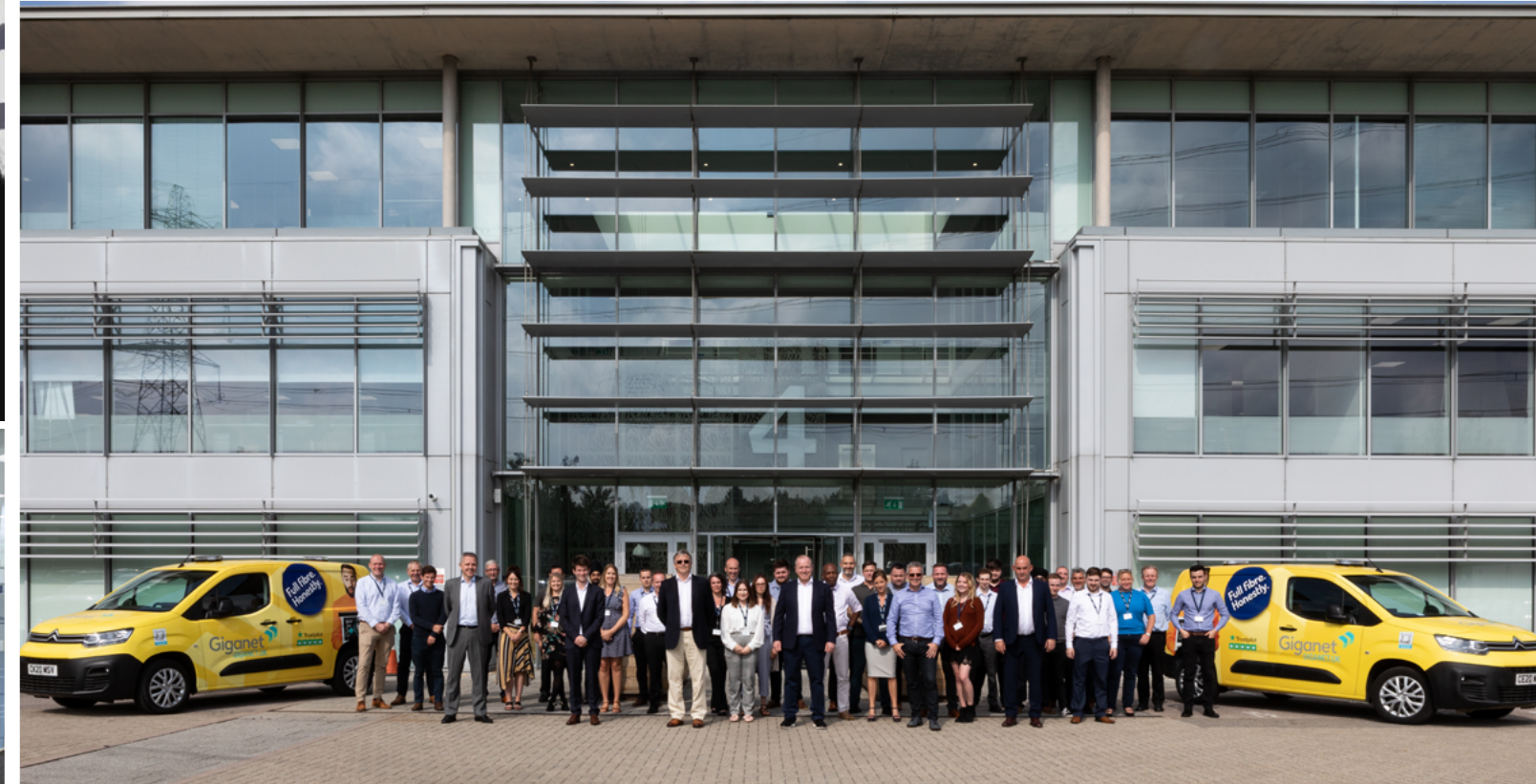
Over 140 branches
nationwide rely on
Giganet's connectivity
& communication
solutions



"Giganet have supported the very rapid growth of the business in recent years, with high levels of reliability and availability. With prompt response on the few occasions this has been required, to resolve issues which impact communications."

Robert Burclaff
Business Systems
Manager





Best customer service

Customer service is incredibly important to us. Today we are proud to be rated 'Excellent' on Trustpilot.

We don't put auto-attendants on our lines. So during our operating hours, you can get directly through to us. No complex routing trees with multiple numbers to select, no announcements or delays to your call.

Email, call or WhatsApp us when and where it suits you.

Award-winning business

We are proud to be recognised by our peers in our industry. We have won over 25 industry awards in recent years including in 2022 for Overall Fibre Provider of the Year and Best Fibre Innovation Award.

Nationwide presence

Almost uniquely, we have direct relationship with 10 Tier 1 Carriers so we can cover the entire UK with our connectivity and telephony solutions.

Trusted across the healthcare sector to connect and manage their networks for well over a decade.





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