Background
Southampton City Council Careline Services provide the installation, monitoring and response to approximately 9,000 clients, 24 hours a day, 365 days a year. They also provide monitoring for Portsmouth City Council and a few smaller Registered Social Landlords.

Southampton were moving to new premises and it was also time to upgrade, so they saw this as the perfect opportunity to review their current monitoring centre solution and to research other solutions which were available. The solution needed to suit all of Southampton’s requirements, to be within budget, with a view to moving the service forward into the future in ways that would benefit them as a service provider.

Southampton spent a lot of time looking at what was on the market and spent almost a year both researching products and finally writing the specification, it was a crucial part of the process to ensure the spec detailed what was really required for their future service provision.

Southampton went out to tender through the Government’s Procurement Service. They reviewed products available and ensured a level playing field by providing all bidders with equal opportunities and demonstration requirements. Southampton rated systems based on 60% quality and 40% price.

After this thorough and fair process, Jontek were awarded the contract. Southampton had involved a number of different stakeholders in the review process, including both operators and management teams. The operators found the Answer-link system very user friendly and the management team were impressed by the extensive reporting functionality available.

Solution
- New Answer-link system from Jontek
- Comprehensive project planning and smooth transition from old system
- Offering new opportunities for increased revenue

Benefits
- Dedicated support team
- Pro-active maintenance and inclusive upgrades
- Extensive reporting functionality

Working Smarter with Full Reporting of All Incidents
CASE STUDY: Southampton City Council Careline Service

Challenge

One of the main challenges for Southampton was the tight timescale they were planning to work to and the fact that it was imperative that there was no time slip. Southampton was also keen to ensure that all their current equipment would integrate and be fully compatible with their new Jontek system. They were reassured on both of these issues by the comprehensive Project Planning Process and the extensive experience that Jontek has with systems migration.

Solution

Southampton and Jontek worked closely to ensure all went to plan. Southampton were impressed by the well-planned ‘stepped’ process where all elements were covered and risk assessed. The process of data translations prior to ‘go live’, the opportunity to carry out data checks and provide input on how and where their data was to be presented in Answer-link, was extremely thorough. It also gave Southampton the opportunity to cleanse their own data prior to the migration so that the final migration resulted in the best possible appearance of data on the new system.

Another step in the implementation process was to provide live call trials through the Jontek system prior to ‘go live’. With a Jontek engineer on site and a live call handling terminal in place, operators were able to experience taking live calls from their service users through the Answer-link system, this helped to build the confidence of the call handlers as well as re-assure Southampton generally.

Results

Training sessions with operators and management were carried out close to going live with the new system. Southampton was impressed with a well-planned training process where training needs were analysed and training carried out accordingly and in a timely manner. Due to this thorough process, by the time of ‘go live’, confidence was greatly increased.

On the day of ‘go live’ it was crucial to maintain their critical service with a smooth transition from their Saturn system to the new Jontek Answer-link system. The Jontek engineer stayed on site for three days to assist with any queries and to ensure all operators were comfortable with their new system. This gave extra reassurance during the first few days using the new system.

Lisa Haynes the Community Services Manager at Southampton City Council commented that ‘go live’ was “Almost boring! The actual switch over took 20 seconds and we were up and running with Answer-link. We were amazed we only had 20 seconds down time!”

Southampton has been impressed with the reliability of the system and pro-active maintenance program provided by Jontek. When an engineer has been required on site the response has been excellent and the telephone support is invaluable with all queries being responded to without delay.

Moving Forward

The last eighteen months has been an evolving, organic process, building on the use of the Answer-link system. Southampton like the fact that they have had input into the future development of the system and are kept up to date with new developments. All Jontek customers have a dedicated support person who will make regular visits to ensure they are getting the most out of the system. Follow up visits to review all features within upgrades are also provided so the customer can fully reap the benefits.

Southampton is confident about working in partnership with Jontek in the future as Telecare and Telehealth evolves. Southampton is also working with Health and Social Care, regarding a pilot scheme using the Docobo Telehealth integration with the Jontek platform.

There are many other projects underway which include; Southampton developing their Lone Worker project, taking over enhanced Telecare services and Installation and Assessments, both of which are currently managed by Social Services. Other projects for the future include, Southampton working towards accreditation for the Referral and Profiling KPIs for TSA, plans to use the GPS module as a part of the Lone Worker project and a potential Telehealth pilot of Docobo integration with Answer-link.