



Developing Health & Independence

Streamlining Communication Infrastructure for a Bath-based Charity.



Developing Health & Independence

Developing Health & Independence (DHI) is an award winning charity dedicated to providing support for vulnerable or disadvantaged individuals grappling with challenges such as alcohol & substance misuse, homelessness & mental health.

www.dhi-online.org.uk

AT A GLANCE

CHALLENGES

- Complex Legacy Connectivity
- Billing & Invoicing Issues
- Lack of Technical Oversight
- Cost Management

RESULTS

- Significant Cost Savings
- Long-Term Agreement
- Clarity & Service Management
- Dedicated Partnership

"Marlin's continued outstanding service and support proved invaluable during the initial Covid lockdown, ensuring a seamless transition to remote work overnight.

Consolidating our systems with Marlin at that crucial moment was pivotal, enabling us to provide valuable and life-saving support for vulnerable people."

Rosie Phillips

CEO



CHALLENGE

DHI faced the challenge of managing a complex legacy infrastructure, including broadband services, analogue lines, ISDN lines and maintenance contracts, which had been accumulated over the years.

This resulted in problems with billing, invoicing and an overall lack of clarity regarding the purpose of each service.

Lacking any dedicated technical personnel to oversee the technical infrastructure, DHI required the support of an experienced communications provider to streamline their communication technology and cut costs.

SOLUTION

To address these challenges, Marlin Communications implemented a comprehensive solution consisting of a new unified communications platform that served all of DHI's sites from a central point, hosted across two datacentres in the UK.

The implementation of this solution meant that legacy phone systems, maintenance agreements, and support contracts could all be removed.

Furthermore, an in-depth audit of analogue, ISDN, broadband services, and other legacy systems was conducted to identify essential services and consolidate them into a single billing structure.

RESULTS

The consolidation of services led to a substantial reduction in monthly expenses compared to legacy providers and significant cost savings for the charity.

At DHI's request and in recognition of Marlin Communication's long-standing position in the industry, a ten-year agreement was established, allowing significant discounts to be achieved on the unified communication platform and associated services.

Importantly, DHI gained complete clarity on their services, which were now clearly identified, well-managed, and presented on a single bill from a single provider. This streamlined approach enhanced management efficiency and alleviated concerns over changing their phone systems in the near future.

Overall, DHI benefited from reduced costs, improved service management and a dedicated partner with a genuine commitment to their cause.