



Home Instead are the UK's leading Home Care Service and are specialists in non-medical care of older people in their own homes. Home Instead enable elderly people to remain at home where they are most happy and comfortable and their families can relax in the knowledge that their loved ones are in excellent hands, being cared for with dignity and respect by the world's leading home care company.

## The Challenge

Home Instead (Bath & West Wiltshire) were originally looking to change their existing ISDN lines and phone system to provide a better service to their customers.

### Testimonial:

"The system itself has performed well with no issues. Being VOIP I had some reservations as our very first system (with a different provider) was VOIP and had problems such as slow connection, drop outs, voice break up etc, we set very high standards within our industry so we need stability, reliability and disaster recovery options as it is imperative all calls are answered and dealt with in a timely manner."

- **Nick Yeatman Director, Bath & West Wiltshire**

## The Solution

RHM consulted with Home Instead (Bath & West Wiltshire) and suggested that they could upgrade to a VOIP telephone solution by taking advantage of the new superfast fibre broadband in the area.

### RHM provided:

- An upgraded FTTC internet connection - Superfast Broadband
- An IPECS EMG80 telephone system with SIP trunks for voice traffic
- A dedicated Home Instead account manager
- Excellent customer service and support