



KEEPING HOME INSTEAD CONNECTED

CLIENT PROFILE

Home Instead is a leading UK residential care provider, offering personalised services like housekeeping, companionship, and specialised care for conditions such as Dementia and Parkinson's. Awarded the 2024 Home Care Awards, they focus on helping clients maintain independence at home, with strong partnerships including the NHS and Homecare Association.



TOP 20

Care Homes Group



16,000

Active Clients

AT A GLANCE

Red Rock transformed the communication systems of a leading UK care provider, elevating their service capabilities and eliminating key challenges.

By implementing an innovative and cost-effective solution, we empowered them to operate more efficiently and seamlessly, ensuring their future success.

CHALLENGES

Home Instead struggled with a complex phone system that hindered call efficiency and limited key business functions. They needed a solution that allowed offshore staff to make and receive UK calls without extra costs, but their current system couldn't integrate offshore employees seamlessly. After a local recommendation and building a strong relationship with Solutions Architect Paul Bate, Home Instead turned to Red Rock for a more efficient solution.

SOLUTIONS

After initial consultations, Paul presented a solution to Home Instead's manager Mick, which was quickly accepted and installed without disrupting operations.

Within a week, the team was trained, hired their first offshore employee, and saw immediate improvements in workflow and productivity.



3CX Telephony
solution



Expert onsite
training



Round the
clock support

BENEFITS

✓ Offshore calls with UK numbers at no extra cost

Offshore calls made by Home Instead's remote employees now seamlessly appear as UK numbers, ensuring a smooth and professional experience for clients while maintaining the company's local presence at no extra charge.

✓ Enhanced sound and voice quality

Home Instead now benefits from enhanced sound and voice quality, ensuring crystal-clear communication between their team members and clients, both onshore and offshore, leading to more effective and professional interactions.

✓ Better capability to manage out-of-hours systems

Home Instead has significantly improved its ability to manage out-of-hours systems, allowing the team to handle after-hours calls remotely more efficiently, ensuring uninterrupted service and support for their clients at any time of day.