

PARKINSON'S^{UK} CHANGE ATTITUDES. FIND A CURE. JOIN US.

As a charity, Parkinson's UK was looking to replace their onsite telephone system and contact centre. Having already completed a review of the market leaders against our requirements which were not a good functional or strategic fit, we decided to engage with Jim Marshall-Andrew at Kaizen Advisory to help us find an appropriate supplier.

As an independent advisor, Jim carried out an initial assessment of our requirements and almost immediately, based on his knowledge of the market and network of 200+ suppliers, suggested we should speak to a particular company we had never heard of.

He set up a demonstration of the product and introduced us to the relevant supplier contacts whilst guiding us through the process. We were very impressed with how well they could integrate with our systems and how easy the software was to use. We reviewed the solution against our requirements and agreed that it would be a good fit for Parkinson's UK.

We were keen to proceed with the solution but (as with many charities) we were stretched for resource and needed to have the peace of mind that we could deploy the service effectively. Jim kindly offered to act on our behalf to help with the project deployment and be a point of escalation when and if needed. He offered his services at no cost and became a volunteer, which is all part of his Charity support program.

The deployment of approximately 450 users across multiple remote locations has been a great success and well received internally. We are now talking with Kaizen Advisory to see how they can help further in other areas of our business as part of our wider procurement strategy.

If we hadn't engaged with Kaizen Advisory, we would never have found the solution we now use, which is so much more than just a telephony and contact centre replacement. It's now a strategic asset for Parkinson's UK.

Shaun Le Geyt – CIO – Parkinson's UK

