



The Children and Family Court Advisory and Support Service (CAFCASS) was set up in 2001 in order to safeguard and promote the wellbeing of children involved in family court proceedings. Dedicated CAFCASS personnel work closely with children and their families in order to ensure that children's best interests are of prime concern during family court proceedings.

Dataphone Communications is a well established company with 20 years' experience in customer support. We offer a comprehensive range of telephone systems and network services on a nationwide basis. In 2001 we won a competitive tender to supply and support telephone systems for new CAFCASS offices throughout England and Wales, and also to replace legacy systems inherited by CAFCASS from the Probation Service.

## An effective Siemens Telecom Solution at the right price

CAFCASS wanted to introduce a cost effective and uniform communications platform throughout its regional and branch offices, all supported by one supplier. They were particularly concerned about a supplier's ability to support systems as far a field as the Isle of Wight, Newcastle, Truro and Aberystwyth. After careful consideration, Dataphone Communications was chosen as the preferred supplier because we were able to offer:

- Uniform and easy-to-manage telephone systems
- One point of contact for all telecom needs
- A quality product from Siemens at the best price, offering an excellent return on investment
- Effective nationwide installation and maintenance service
- Competent and consistent customer after sales support
- Dedicated account and project management
- Comprehensive on-site user training

*"CAFCASS were able to rely upon us for all aspects of their telephone system installations. We were able to simultaneously set up and manage systems in different areas of the country"*

**Fin Lawrence -**

**Dataphone Account Manager for CAFCASS 2001-2006**

**dataphone**  
communications

**A total of 75 CAFCASS offices were supplied by Dataphone**

# A good return on investment

CAFCASS grew rapidly and opened a succession of new offices in England and Wales, and also took over a number of former Probation Service offices - which were equipped with a range of different telephone systems. Following a CAFCASS business review, it became necessary to amalgamate some of the branch offices. Rather than having to purchase brand new systems for some of these offices, we were able to relocate and enhance a number of existing telephone systems supplied by us. This involved careful logistical planning, effective reuse of existing components, and implementation of extra equipment and services. Additionally, to help ensure continuity of service during several office moves, temporary telephone systems were set up to enable staff to continue working until move dates. This service saved CAFCASS a significant amount of money over the years, ensured continuity of service, and optimised their telecoms investment.

*"I would like to take this opportunity to thank you on behalf of the staff at Preston for the excellent training and advice given"*

**Karen Cairns - Business Manager, North West Region**

Each telephone system was configured to ensure effective call handling and ease of access to features. Whether the system was set up in Cardiff or in Colchester, the configuration was uniform which meant that staff working at different sites didn't have to learn to use a different system. Multi-point answering, voice-mail integration and skilful deployment of system features significantly helped CAFCASS personnel handle calls effectively. Additional cost savings were achieved through the set up of "hot-desking" extensions which resulted in less telephone equipment being needed, and additionally CAFCASS were able to consider renting smaller offices - ie. not providing a desk and extension for each user.



*"Thank you for all your assistance, advice and patience. The service you have provided has always been first class"*

**Dai Roberts – Business Manager, CAFCASS Cymru**

Changes to procurement policy in 2008 led to replacement telecom infrastructure being installed throughout CAFCASS offices in England. Throughout our 7 year partnership with CAFCASS in England - and with 75 systems installed in that time - we are proud of the fact that we never received a single complaint about either the equipment or the service provided by our company. We continue to support a number of telephone systems in Wales under agreement with The Welsh Assembly.

*"We were very impressed with the professional manner in which they worked. They were tidy, unobtrusive, and nothing was too much trouble"*

**Judi Middlewick - Admin Manager** - speaking about our engineers, following the installation of the telephone system in the Southampton branch office

