



CASE STUDY

# Next Generation Communications Improves Patient Journey

**The UK's largest independent provider of specialist transport, healthcare support, and clinical services, E-zec Medical Transport Services (E-zec) has revolutionised its customer care by unifying its software systems.**

E-zec awarded Daktela, a cloud-based customer care software company, the contract for their control centre operations. The software supports voice calls, text messages, WhatsApp, email, and social media channels ensuring whatever the preferred method of contact, E-zec teams can reach patients and customers.



## About E-zec Medical

Experiencing exponential growth and acquiring companies at a rapid rate, E-zec has quickly grown to a national organisation employing over 1,500 staff nationwide. Within this team are 225 contact centre staff.

Every time a company joined the E-zec family they brought with them their own customer communication software.

In a bid to cut costs and streamline operations, Daktela was procured as a superior solution to consolidate communications across the entire business.

**Established: 1998**

**Headquarters: Redhill, Surrey**

**No. of depots: 30**

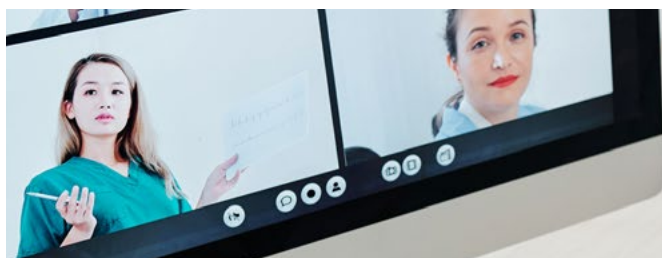
**Head count: 1,500**

**Contact centre employees: 225**

**Chief Executive: Craig Smith**

Following a successful pilot in June 2021, which improved communication experiences for both their internal users and customers, E-zec decided to deploy the system company-wide. This would total ten sites across a wide geographic distribution with over 225 contact centre users.

**The migration to the new Daktela system was achieved without any risk or operational disturbance to the day-to-day running of the business, which was of high importance.**



**Having the right technology in place is critical.**

Craig Smith, CEO



E-zec is now planning to use Daktela with Microsoft Teams, combining the best of both platforms.

Daktela's strategic partnership with Valto, a Gold Microsoft Service Partner with considerable experience and expertise in Microsoft Teams deployments, further demonstrates Daktela's commitment to its customers. This added service is now available to all Daktela customers.



## Key objectives

- Retire a combination of systems, legacy on-premises (Avaya) and Cloud-based solutions (Gamma Horizon and 8x8)
- Unify communication across all sites for better service & management
- Phased roll-out without any risk to its operational business

*People are our priority – this includes our colleagues, our patients, and our customers. Having the right technology solutions in place that supports effective communications is a critical enabler in allowing us to provide effective care for each and every patient we support.*

*Moving from several inherited tools to a unified system has enabled us to manage our call flows in a far more effective and efficient manner whilst also providing greater operational resilience.*

*The slick installation and interactive training to get everyone up to speed was hugely valuable and helped to harvest the expected benefits and service improvements almost immediately.*

**Craig Smith**, E-zec, Chief Executive

*Working with customers to change from their current system, is always done without interruption to day-to-day operations.*

*We were able to provide additional support with a dedicated project manager to ensure that the technology was set up swiftly and more importantly that every staff member was fully briefed and confident using the Daktela system.*

*Our UK Support team are always on hand to provide ongoing support to E-zec as and when needed.*

**Steve McSherry**, Daktela's Country Manager



## Transform your customers' journey into an **extraordinary experience**

Our cloud-based software personalises communication between companies and their customers. One single platform that helps companies to provide excellent care, sell more and manage operations better.



### **The best technology**

From the simplest voice-only back office solution to complex Omni Channel contact centre deployments.



### **The best price**

We understand that one size doesn't fit all. So we offer a pick and mix approach to pricing, which means you only pay for what you use.



### **The best support**

Our UK based support team and our EU-based software developers ensure you always get the most from your solution 24/7.



### **The best integration**

We connect and work with your existing systems. We often enhance solutions to ensure you get the best return on these investments.

**Contact the  
specialists**



**0800 470 2159**



**[www.daktela.co.uk](http://www.daktela.co.uk)**