



olive communications gives adepta more time to spend with the people that matter most

“At the beginning of 2005, we decided to review our mobile communications strategy as we realised that we needed to look at convergence between our mobile voice and data needs. Olive Communications helped us simplify the tender process and find the most cost-effective, tailored and innovative mobile communications solution for our business. Olive has not only helped us greatly improve productivity and improve our services with, for example, time savings of up to 500 hours per year for managers; we have also been able to reduce our mobile communications expenditure by over 40%.”

Patrick Anigbo, Head of IT and Systems, Adepta

The situation

Adepta is a charity which helps people with learning disabilities, autism and/or mental health problems to make the most of opportunities within their communities. It is particularly experienced in supporting people with complex needs, such as those who have physical or sensory disabilities or behaviour that may challenge. It prides itself on a person-centred approach that recognises people's abilities and supports individuals to live the life they choose.

Around 1,000 Adepta staff support more than 700 individuals. Over 80 team members work from the company's head office in North Finchley in London and the rest are mainly specialist social support workers operating out in the field in London, The East of England, Essex, Hertfordshire, Cambridgeshire, Bedfordshire, Suffolk and surrounding counties.

The challenge

As most of Adepta's staff are support workers in the field, the company required mobile communications solutions that would enable them to get in touch easily and quickly with remote colleagues and other social services providers, while having access to accurate and detailed information on the people they are tasked with visiting. Adepta's senior managers are also required to attend conferences on care work all over the UK and abroad and need to be able to access email and carry out management tasks wherever they are based.

The solution

Adepta turned to Olive Communications, a London-based mobile and fixed line voice and data solutions provider. Olive advised Adepta to adopt a number of solutions from T-Mobile®, including:

- Over 350 handsets for support workers
- 75 BlackBerry® devices to enable senior managers to access email and internet on the move
- 100 HTC mobile data handsets and 30 wireless data cards for managers who use laptops more frequently. These solutions provide mobile broadband-speed internet access, allowing users to work on documents and presentations while out of the office.



The benefits

Here are the benefits cited by Patrick Anigbo, Head of IT and Systems at Adepta:

Reduced and controllable costs

“When it came to the tendering process, Olive Communications ensured that we got the best value for money by choosing a package that allows us to choose our voice and data allowance. I now know exactly what our mobile spend will be each month, whereas in the past, this was always a concern. Olive also provides me with monthly and quarterly billing reports and analysis.”

Increased productivity

“On average, our operations managers receive around 150 emails in a day and through using BlackBerry®, they are saving up to two hours a day of what was previously dead time. Whereas previously managers would have to return to the office or home at the end of the day to check their emails, they can now do it away from the office. Olive also offers a dedicated account manager and dedicated team to help with training and provide 24/7 support.”

Improved client services

“Having fast and reliable mobile communications in place has meant that our support workers in the field are now able to respond to people they support and requests from their regional offices more quickly while they are out on site. The time savings that mobile technology has brought our staff can be spent with the people we support and their families, delivering an even greater service. This very much supports our focus on providing thorough, individual support for all.”

Future-proof

“Adepta is again working with Olive Communications to install a BlackBerry® Enterprise server and the company is using Windows Mobile 6 on HTC handsets, which also offer satellite navigation. This will allow more of our staff to communicate by email while on the move. I would really like to extend the use of BlackBerry® to team leaders of our support workers as the productivity benefits are already being demonstrated.”

**For more information please contact Olive Communications
on 0870 444 1083 or visit www.olive-comms.co.uk**

