

SERVING THE  
WIDER COMMUNITY  
THROUGH IMPROVED  
COMMUNICATIONS

## Greater Efficiency, Savings and Flexibility Lets CatholicCare Canberra & Goulburn Reach Out to Those in Need

Panasonic Communication Solutions provide a huge leap in operational efficiency, client service levels, and substantial cost savings

**Client** - CatholicCare Canberra & Goulburn

**Location** - Canberra (ACT) & Goulburn (NSW)

**Products Supplied** - KX-NSX1000 & KX-NS700 Communication Servers, KX-NT553 & KX-NT556 & KX-TCA185 IP Handsets, KX-NS0154 DECT IP Cell Station

**Challenge:**

A "mixed salad" of legacy equipment spread throughout multiple remote user locations, all with varying degrees of existing network infrastructure was proving cumbersome and difficult to manage.

**Solution:**

The consolidation and reduction of network services, combined with the replacement of aging equipment resulted in a system that was easy to use and uniform across all sites, providing an overall reduction in operational costs.

“ We are extremely proud of the work CatholicCare does in Canberra and Southern NSW to support families, couples and individuals experiencing a broad range of issues from homelessness, to mental health, relationship problems, addiction, housing, aged care and disability. ”

Anne Kirwan, CEO  
CatholicCare Canberra & Goulburn



“We needed a system that was easy to use and uniform across all staff and sites in its operation. With staff frequently required to work from various locations, it was a logistical challenge with the previous equipment.”

Jeremy Grainger  
Senior Operations Manager  
CatholicCare Canberra & Goulburn

#### **Serving the wider community; With great benefits come real challenges**

CatholicCare Canberra & Goulburn has been serving its community since 1957, by providing a wide range of help over a truly Australia-sized service area. While this is its real benefit to the community and to the individuals that it serves, it is also one of its greatest challenges. Not only were services de-centralised, but staff were often required to work at multiple centres. This, combined with non-rational communications systems that featured a “mixed salad” of aging equipment often with different feature sets across various platforms, made sites hard to manage. Some staff had to work with multiple extension numbers and multiple voicemail boxes.

CatholicCare Canberra & Goulburn presented two challenges. The mixture of legacy equipment spread throughout 10 remote user locations were proving cumbersome to use and resulted in a significant loss of operating revenue. Two of the ten locations were main sites located in different areas (Red

Hill and Blackfriars (Watson)) which needed to be utilised by all staff to deliver the required support services to the various local communities, all with varying degrees of existing network infrastructure.

#### **Developing the right solution to improve response time**

Cost savings and efficiency are a high priority, especially for a non-profit organisation. Through rational consolidation of their communication systems and state-of-the-art technology, the organisation aimed at reducing both infrastructure and operational costs whilst providing a truly scalable solution to cater for their growth and expansion plans. Also, the need to leverage limited human resources across multiple locations demanded a fluid communication model.

The introduction of the latest Panasonic systems brought with it a myriad of benefits including increased flexibility, efficiency, high scalability and substantial cost savings. CatholicCare Canberra & Goulburn also benefited from simplified system maintenance and management, plus the latest technology will allow room for future expansion.

“The Panasonic KX-NSX1000 solution has provided CatholicCare with an easy to use and reliable system that allows our staff to effectively log on and work from any phone in the network.”

Sedcom, a Certified Panasonic Unified Communications Partner, assessed the

needs and challenges, and implemented a plan to deliver a powerful, feature-rich system to integrate communications and allow a timely response from staff and care givers.

#### **Future proofing non-profit organisations**

All types of businesses strive to cut costs, but for non-profit organisations, cost cutting is an absolute must. With the new setup in place, CatholicCare was presented with tangible benefits.

Due to a consolidation of network services, centralised SIP trunk channels allowed consolidation of the ISDN PRI service at Red Hill, resulting in savings of about \$425 per month.

CatholicCare also experienced up to a 50% reduction in call charges – SIP Trunking also impacted calls to mobiles, the single highest value charge to the business, and cut overall costs in half. With planned upgrades and further consolidation across other sites, additional cost saving benefits will be recognised in the not too distant future.

The latest solution has also mitigated CatholicCare’s previous system maintenance and failure issues. For example, their aging EOL legacy equipment had been costly to repair. Faults and repairs often went unresolved, reducing both efficiency and productivity. With the new equipment and Panasonic support, this is a thing of the past.

As CatholicCare begins their next 60 years of service to the community, they can be rest assured that the organisation has the technical capabilities necessary to respond to the many vital human needs of the greater Canberra area.

## Sedcom installation overview

The system installation took one month including configuration of the new systems, data migration and thorough testing. New systems were installed at four sites, with terminals installed in parallel to minimise customer downtime. VoIP service was provisioned to test call quality and call handling across sites.

The equipment chosen included:

- Panasonic KX-NSX1000 (1 unit – Red Hill)
- Panasonic KX-NS700AL (3 units – Red Hill, Watson, Ainslie)
- Panasonic DECT IP Cell Station KX-NS0154 (2 units)
- Panasonic IP Telephone: KX-NT556 (2 units), KX-NT553 (119 units), KX-DT521 (4 units), KX-TCA185 (2 units)

Immediate benefits included:

- Platform standardisation offering consistent user experience
- Flexibility to support existing infrastructure where needed
- Ability to manage call volume across multiple sites
- Local fall over at larger sites
- Simplified system maintenance and management
- Use of latest technology with expansion capability
- Major and extensive cost savings on network access
- Reduced costs on additional workstations as a result of “hot desking”
- Substantial across-the-board savings
- Scalability for CatholicCare growth plans

By offering a solution tailored to the needs of CatholicCare, Panasonic delivered both system rationalisation and major cost savings. CatholicCare has a flexible and fully scalable solution to enable cost efficient growth and expansion into the future, thanks to the Ultimate Activation Key provided with the KX-NSX1000.



Panasonic Professional DECT Handset KX-TCA185 was chosen as one of the IP telephone systems for easy use and efficient performance.



Panasonic Professional KX-NT556 IP Telephone allows for expansion capability and can be set as as an extension across multiple sites, even remote locations.

## For more information

Panasonic System Solutions Oceania  
Web: [business.panasonic.com.au](http://business.panasonic.com.au)