



**Wrightington,  
Wigan and Leigh**  
NHS Foundation Trust

COMMS WAREHOUSE CASE STUDY

# Wrightington, Wigan And Leigh NHS Foundation Trust



REPAIR & REFURB



CONFERENCING



CONNECTIVITY



HEADSETS



HOSTED COMMS



PHONE SYSTEMS



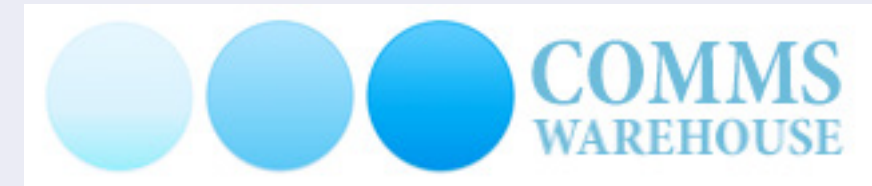
TELEPHONES

# WRIGHTINGTON, WIGAN AND LEIGH NHS FOUNDATION TRUST



Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust (WWL) is a medium-sized Community Foundation Trust in northwest England. Serving a local population of 326,000, it also provides specialist services to a much wider regional, national and international catchment.

Acute clinical services are managed at five main sites: Royal Albert Edward Infirmary, Wrightington Hospital, Leigh Infirmary, Thomas Linacre Centre and Boston House. Additional community support services are located throughout Greater Manchester.



Comms Warehouse is the UK's premier supplier of remanufactured business Telecoms and IT equipment. We offer Public & Private sector, and Trade clients an unrivalled array of industry brands at huge discounts across our highly sustainable product range.

From our state-of-the-art remanufacturing centre, we ensure that all of our products are tested and reconditioned to the highest standards and offer a lengthy warranty to back this up.

# THE PROBLEM

As a major UK provider of healthcare, WWL relies heavily on internal communications. The Trust has its own in-house telecoms team to manage its phones. The existing Telephone System is an ageing Nortel Option 11. As the system started to reach end of life, replacement handsets, maintenance spares and contract support were all in short supply. Where spares could be found, they were invariably at exorbitant cost.

The Telecoms team was faced with a dilemma: either replace its entire telephony network; or find a way to prolong the usability of its existing system.

Seeking a less expensive, more sustainable solution, WWL approached Clarion to see if we could help them overcome their immediate sourcing issues, and provide some longer-term assurances for support and supply.

*“Once again I’d like to thank you for you speedy and efficient service when it comes to replacement of our failed phones.”*



# OUR PROPOSAL

**We provided solutions to WWL in three ways:**

## **1st Solution (Warranty)**

With a maintenance contract already in place with another provider Clarion were able to fill the gap in service and provide reliable refurbished maintenance spares and handsets for the Trust.

WWL had run out of spare analogue handsets, an issue because analogue handsets are not normally part of the maintenance contract so when faults occur, the Telecoms team had to find replacements. Clarion conducted a telephony audit to find and replace all remaining analogue handsets, supporting them with a 36-month warranty to give full peace of mind.

## **2nd Solution (Re-sourcing)**

Clarion was also able to provide the IP handsets that the Trust used. Instead of paying hundreds of pounds for them, we discounted them by up to 75%, depending on the spec of the model. The huge saving on previous supplier charges released valuable funds for the Trust to divert to other projects.

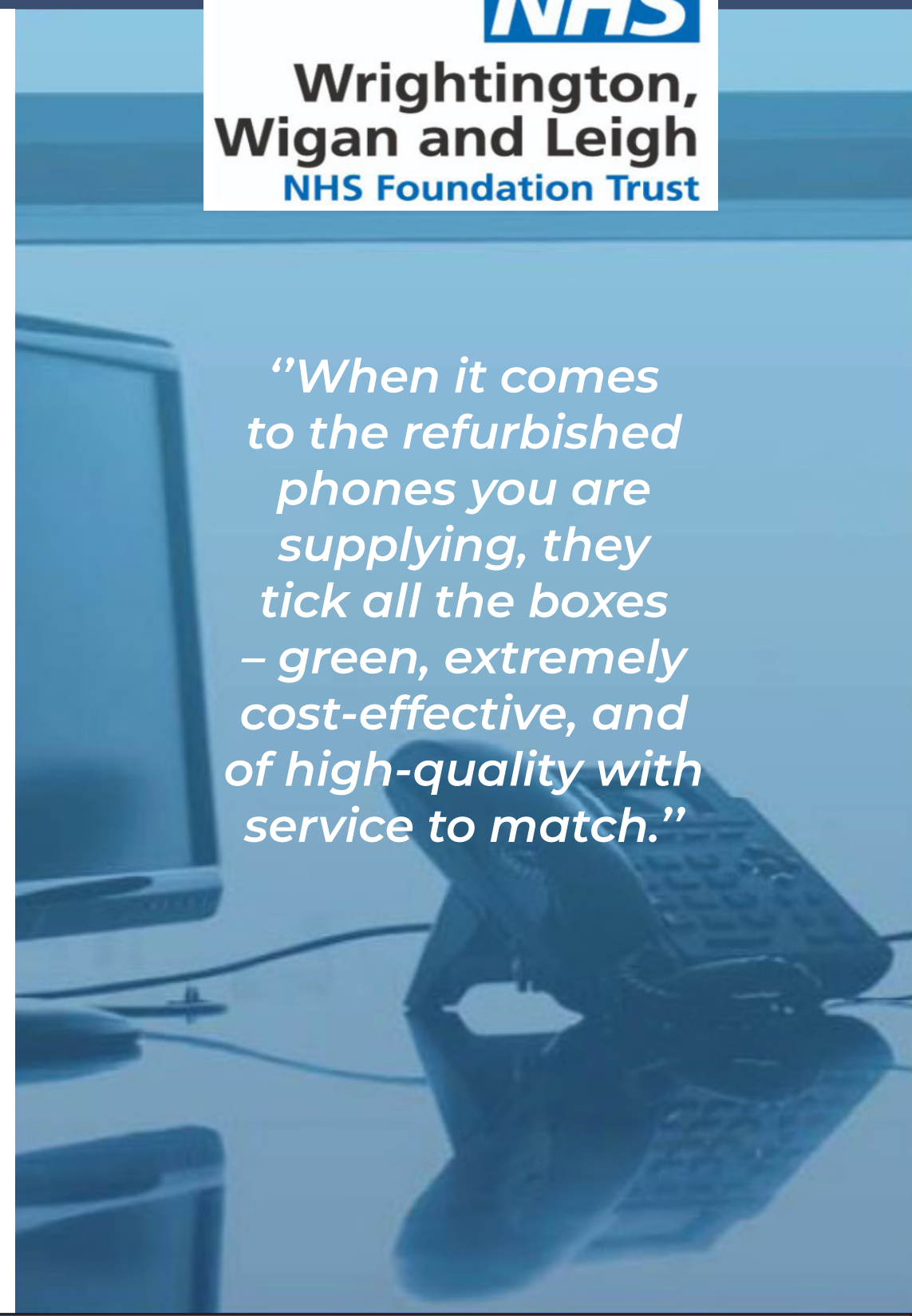
## **3rd Solution (Repair and Refurb)**

Gathering dust in the stock room, sat a seemingly useless batch of old, faulty handsets. The Trust's existing service contract no longer provided for repair of old or faulty equipment. We were asked if we could bring them back to life, which we did, providing the Trust with a ready supply of refurbished IP handsets ready to be put back into service. Not only that, we were able to cut the cost of the repair by purchasing some of the redundant handsets from The Trust.



**NHS**

**Wrightington,  
Wigan and Leigh  
NHS Foundation Trust**



*“When it comes to the refurbished phones you are supplying, they tick all the boxes – green, extremely cost-effective, and of high-quality with service to match.”*

# THE FUTURE (SUSTAINABILITY AND COST SAVINGS)

By partnering with Clarion, WWL have been able to achieve a lot more for a lot less.

For the Telecoms Team it means that their budget goes further, greatly reducing the need to make ongoing spending requests to the Finance department. This is because Clarion is able to provide the latest cutting edge grade A handsets etc at massive discounts compared to new.

For the Trust, the switch to refurbished telephone equipment means that it is fulfilling its Public Sector obligations for sustainable solutions. Stakeholders strongly demand that the Trust plays its part in the global effort to combat climate change. By re-using telecoms equipment, the Trust is helping to preserve the earth's natural resources, whilst making massive cost savings at the same time.

**NHS**

**Wrightington,  
Wigan and Leigh  
NHS Foundation Trust**

*“The win-win-win outcome – you, us and preservation of resources is perfect in the current climate.”*

