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Case Study - Age Concern Birmingham

**AGE** concern  
Birmingham

## Age Concern Birmingham Company Overview

Age Concern Birmingham is a local charity, committed to the people and communities surrounding Birmingham. We started delivering services over 25 years ago and since then, with the help and support of local people we have grown, whilst always retaining our focus on excelling in meeting the needs of older people and others in need.

We are particularly adept in the provision of direct services for older adults but recognise the benefits of a holistic approach. In supporting those who care for older adults and those who may experience hardship in later life, we can make a positive contribution to the lives of current and future older adults.

Age Concern Birmingham is rooted in the ethos of being a local charity for local people. We will always strive to retain our individuality and we are not aligned to, or any part of, a large organisation. This allows us to be responsive, flexible and close to the ground.

As a trusted name we receive many different forms of requests for assistance and we always endeavour to help. We still visit people in their own homes because this is what matters if you are alone, housebound, isolated or distressed. Our staff spend many hours of their time in listening to the people we serve and taking action to make their lives better. We are constantly striving to become more proactive in our work and more responsive in alleviating problems when they arise.

Our staff and volunteers are passionate, committed and dedicated. They go home knowing they have made a positive impact on the people we work with and come back the next day ready and determined to go again.

To survive and flourish we will continue to grow but wherever we work and whatever we do, it will be for the benefit of the local community. The income we raise will be re-invested towards making life better for older adults. This is what sets us apart, this is what makes us different and this is what we can achieve together.

## The Requirement

Age Concern Birmingham required an organisation that they could work with as a strategic partner, rather than just another telecommunications supplier. The key requirement was a partner that understood the commercial implications of updating and improving legacy infrastructures and maintaining business continuity, together with offering future proof communication systems.

Age Concern Birmingham wanted to ensure that they had sufficient capacity in their communication services to meet their long term requirements. The requirement was for a unified consistent system that would enable resilient, reliable operations whilst offering levels of damage recovery.

Age Concern Birmingham now has a single service desk contact for all of their communications, as well as streamlined operations, flexibility and, overall, a considerable cost reduction on their telephony infrastructure. Cloud9 provided a central unified system and bespoke site infrastructure, updating and improving the entire Age Concern Birmingham legacy infrastructure.

## Cloud9 - Providing Age Concern Birmingham

