



Communications case study

Dumfries and Galloway Mental Health Association

Communication transformation with Kick

Dumfries and Galloway Mental Health Association (DGMHA) is a registered charity formed in 1988. The Association has developed their services considerably to include housing and support/care at home services in Dumfries, Castle Douglas, and Stranraer, a care home for people with mental health issues in Dumfries, a charity shop in Castle Douglas, as well as owning properties in which they can provide accommodation for people they support in their own tenancies.

The challenge

DGMHA recognised the importance of efficient communication for quality client care but faced issues with their existing telephony and network services. They struggled with a poorly configured third-party 3CX cloud platform lacking key functionalities and comprehensive documentation, hindering efficient operation. DGMHA initiated their IT transformation by tendering a contract, and Kick, a highly recommended Scottish supplier, was chosen to meet their requirements.

The solution

Kick assessed DGMHA's telephony and network services, finding broadband availability but no comprehensive telephony solution. Site visits revealed that, while broadband connectivity was available across all locations, a comprehensive telephony solution was absent. Kick proposed a holistic solution that addressed DGMHA's challenges and aligned with their operational requirements.

Key deliverables and milestones:

- / **Connectivity enhancements:** Deployment of tailored connectivity solutions across DGMHA sites, ensuring high-quality voice and internet service
- / **3CX platform implementation:** Introduction of the 3CX platform, offering flexibility, advanced features, and empowering DGMHA with the tools for effective communication
- / **Managed service partnership:** Transition to a fully managed service with Kick, allowing DGMHA to concentrate on their core mission with a reliable communication system in place

An enhanced communication infrastructure

The modernisation of DGMHA's telephony and network services has marked a significant leap forward in the Association's operational capabilities. The immediate establishment of a reliable communication system has enhanced service delivery, ensuring client needs are met promptly and professionally. Long-term, DGMHA benefits from a scalable, future-proof communication infrastructure, equipped to adapt to the evolving demands of their mental health support services.

Working with Kick

Feedback from DGMHA staff has consistently highlighted the exceptional support provided by the Kick team. This includes both the support team and any engineers or technicians who have visited DGMHA locations. DGMHA also emphasised the value of their ongoing communication with their Kick Account Manager, Robert, during review and roadmap meetings.

