

NEWS

Telent's university UCaaS success with Support to Win backing

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Support to Win has teamed up with Telent to help a top UK university successfully manage seismic changes in communications demand brought about by the Covid pandemic.

The university, one of the prestigious Russell Group of the 24 best universities in the UK, initially needed a temporary virtual contact centre to deal with admissions clearing in the wake of the chaotic A-Level grading debacle.

But then, with new Covid restrictions suddenly announced ahead of the autumn semester, Support to Win and Telent had just days to set up a new 50-seat Covid rapid response line to handle enquiries from over 25,000 students and concerned relatives.

“Universities are among the biggest organisations we see migrating to UCaaS, and often work with big partners like Telent who in turn work with us to deliver specialised professional services,” said Tamsin Deutrom-Yue, Managing Director at Support to Win. “It is such a difficult time for students and university staff, and we’re only too glad to make a difference by giving them the best tools possible to communicate effectively.”

“Support to Win are UCaaS specialists and their experience providing implementations both on-site and remotely has been very beneficial through 2020,” said Grant Cowans, Head of Client Delivery at Telent.