

Hunter Region Working Women's Group

CCNA help Hunter Region Working Women's Group make the right call with their telephony transformation

Hunter Region Working Women's Group (HRWWG) is a community not-for-profit organisation providing early childhood education and women's support services in the Hunter Region.

The organisation's dedication to providing trauma-informed support services and high-quality education and care to children and families meant an overdue upgrade to the centre's busy telephone system was needed. It had to be actioned quickly without any interruption to the dedicated focus on their patients. Fortunately, this technical and professional need, coupled with a shared passion for customer care, led the community organisation to CCNA.

CCNA are veteran Australian professionals in transforming the way organisations communicate with their customers. For HRWWG, they utilised this experience to provide an end-to-end solution for their telephony system upgrade, from the planning and installation to on-site troubleshooting post-deployment.

CCNA delivered a Nuvia Cloud Communications platform across the numerous HRWWG locations, deployed a hwc.com.au branded portal to digitally portray the organisation's professional image and implemented Voice Plus for additional communications features.

All these features enhance the user experience, which was lacking in the previous system and has achieved the desired outcomes of HRWWG. CCNA achieved this with consistent, high-quality support throughout the project, ensuring Hunter Region Working Women's Group achieved the customer support upgrades they needed without sacrificing their focus on their current operations in the process.



Project Completion Survey

The Project was successful in meeting the agreed outcomes



Please rate the level of expertise and knowledge demonstrated



The Project was managed and well-communicated at all times



How satisfied are you with the **overall** engagement from CCNA?



I would engage CCNA again for future Projects



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I couldn't have asked for a better team to support our telephony upgrade. The CCNA team was extremely helpful and thorough from start to finish of the project and beyond. CCNA supported me from the planning stages, throughout the auditing processes, all with a clear attention to detail. Despite some hiccups we encountered in the process, I could not fault the communication from the CCNA team. They always kept me up to date with any and all issues or changes and were fantastic throughout the install and cutover, even ensuring they remained on-site to support any troubleshooting. Thank you CCNA!

Samantha Gilmour,
Director
Hunter Women's Centre



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