



## Help is at hand

The charity Crime Reduction Initiative (CRI) is a national provider of support, treatment and rehabilitation programmes for those whose lives are blighted by substance misuse, crime and lack of opportunity.

Communication with service users and between sites at all times of the day and night is critical. As part of a cost saving exercise, STL was asked to tender for CRI's telephone services including fixed line telephony, lines and calls.

### Achieving positive change

With a turnover of over £30 million, 800 staff and more than 200 volunteers and mentors, CRI provides its services across 140 sites in England and Wales. Their service users include adults and young people with substance misuse problems; people who are homeless and living and working on the streets; offenders in prison and those serving community sentences; families and communities affected by crime substance abuse and anti social behaviour; and finally victims of domestic abuse.

CRI's objective is to help individuals to improve their lives and achieve their full potential by engaging with people, assessing their needs and working in partnership with a range of agencies that can provide treatment and care such as housing, employment, education and training. Good telecommunications are essential to manage and coordinate this support network and for the charity's users to be able to reach CRI around the clock.

### Support package

STL addressed the issue of maintaining CRI's existing telephone equipment over multiple sites with the directive to install new hardware where required. As a BT wholesaler, STL was able to ensure that CRI got the best line rental available, routing call traffic across multiple networks.

STL was awarded the contract because of the quality of their overall support package including project management and implementation. STL's account management ensured that the project ran smoothly both during implementation and on a day to day basis, with regular meetings to check on progress.

### Offsetting CRI's carbon phoneprint

CRI was also an early adopter of STL's GreenMinutes initiative, whereby the carbon cost of CRI's phoneprint is offset. In addition, CRI can save money and help the environment with free conference calls and use of a video conferencing suite.

Jean Lansimaki, Business Support Manager for CRI, commented, "The key objective for the overview of our telephone systems was to save costs and we have achieved this with STL's suggestions and support. The service we received from STL has been outstanding, managing the project across all our sites efficiently and keeping us informed at all times."

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*Jean Lansimaki, CRI*