Singapore nonprofit stays connected with clients in need with an integrated solution

Care Corner, a Singaporean nonprofit organization, has been providing social services for children, youth, families, and seniors since 1981. When COVID-19 hit in early 2020, the organization rapidly shifted its in-person services online. However, many of its clients have limited internet access. Relying solely on an online platform risked leaving Singaporeans in need without support in the midst of a worldwide health crisis. To fill this gap, Care Corner partnered with Axiom IT Solutions Pte Ltd to implement voice and video calling with Microsoft Teams. The solution, built on the organization's existing implementation of Microsoft 365, gives counsellors the option to use Microsoft Teams to contact clients by telephone. With this system in place, Care Corner can continue providing valuable support when clients need it most.

CARE CORNER

Customer
Care Corner
Website:
www.carecorner.org.sg
Country: Singapore
Industry: Nonprofit
Customer size: Medium (50-999 employees)

Customer profile
Care Corner is a small nonprofit with a big goal to bring care to every corner of Singapore. Their island-wide network of social, health and community services give valuable support to those in need.

Software and services
Microsoft Phone System
Microsoft Teams
Microsoft 365
Axiom Teams Connector Service

"The monthly cost of Phone System is even less than our traditional office PABX/keyphone services, so we'll definitely continue to use it, even after we're able to resume working in the office."

Thomas Tan
Head of IT and Digitalization,
Care Corner

Care Corner's vision is to bring care to every corner of Singapore. When the country introduced a strict lockdown due to COVID-19, it was critical to maintain a strong connection with its clients.

Care Corner responded swiftly to the crisis by migrating the majority of its services online. The organization began delivering counselling and follow-up sessions using Microsoft Teams, taking advantage of the easy-to-use video calling functions. However, it soon became clear that an alternative solution would be needed for some clients. "A number of people we counselled aren't IT savvy, or only have a fixed-line phone, so access to an online platform would be impossible," explains Thomas Tan, Head of IT and Digitalization at Care Corner. "At first, we relied on mobile phones to reach these clients. But the cost of our staff's mobile usage escalated sharply, particularly since the in-depth nature of our counselling work means calls are often very long."

A cost-effective way to connect

Care Corner began exploring cloud-based or softphone solutions and soon found the answer with the help of Axiom IT Solutions Pte Ltd, a member of the Microsoft Partner Network. Axiom worked with Care Corner to implement Microsoft Phone System with the Axiom Teams Connector service. The solution works seamlessly with Teams, enabling employees to quickly and easily make phone calls through the Teams app on their desktop and mobile phones. Because Care Corner's counsellors were already using Microsoft 365 and Teams, implementing Phone System was almost frictionless and immediate.

Not only was Care Corner able to use Phone System to stay connected to some of its most isolated clients, but it also helped relieved the staff's burden of using personal mobile or home phones. This resulted in cost savings, as mobile phone subscriptions have higher calling costs compared to using Phone System. "The monthly cost of Phone System is even less than our traditional office PABX/keyphone services," says Tan. "So we'll definitely continue to use it, even after we're able to resume working in the office."

New ways of working are fast-tracking the adoption of remote working and telecommuting. Care Corner believes that integrated solutions like Microsoft Teams and Phone System will offer the flexibility needed to effectively serve its clients in the future. "We look forward to further digitizing our data, workflow, and communication," says Tan, "so we can continue to provide the connection and support our community needs—whatever the future might bring."

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Digital transformation to:

- Empower employees
- Optimize operations
- Reduce operation costs
- Transform business

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