

Acorn Occupational Health

Overview

Business type: **Occupational health service**

Location: **North-west England**

Solution: **ClarifyGo recording for Microsoft Teams**

Number of seats: **45**

Having successfully used Microsoft Teams for collaboration during the pandemic, Acorn decided to embrace Teams for all their calls. It was a logical move for the business, which has nurses out in the community visiting clients, providing a more joined-up approach to communications.

For reasons of best practice, including SEQOSH compliance, Acorn OH were keen to capture their calls and looked for a certified Teams call recording solution, which they found in ClarifyGo.

The customer's story

Andrea Fern, Business Development Manager at Acorn OH, oversees technological investment and explains why ClarifyGo was the right choice for them:

The need for user-friendly, reliable Teams call recording

Once we decided to migrate all our communications over to Teams and use it as our phone system, I started looking for a suitable call recording partner.

We record calls chiefly for best practice to support our SEQOSH accreditation. SEQOSH was developed by the Faculty of Occupational Medicine to help clients identify providers of 'safe, appropriate, and effective quality services'. With this in mind, it was important that we in turn used a reliable, Microsoft accredited solution.

Any recording system we went with also needed to be user-friendly, as it would be used by all sorts of staff in the office and out in the community. We wanted something that was easy to set up, made it simple to find what we needed, was minimal hassle to maintain, and worked out and about.



Finding the best solution

I have a telecoms background and had come across Oak's solutions previously. I have always found their systems easy to use, so when I saw they offered a cloud recording solution for Teams, speaking to them was a logical place to start.

Chloe Emm, Sales Director at Oak, walked us through the system, which we then reviewed internally. We were won over by the ease of use, the benefits of a managed system that removed the pressure on having to maintain it ourselves, and the fact that we would only be charged for the number of people using the system, which could scale with our business needs.

"We were won over by the ease of use, the benefits of a managed system, and the fact that Oak were prepared to go the extra mile to provide a solution that fully met our needs."

Why we chose Oak (and would do again)

Prior to purchase, we had to overcome an issue with admin restrictions in our Teams environment, which meant our nurses couldn't use the usual ClarifyGo client app to manually pause recording as they were used to with our old phone system. Oak rose to the challenge and resolved this for us with some additional code that let staff use the keypad to do this instead.

ClarifyGo delivers on everything it promises. Set-up was quick and straightforward: the system was installed on Monday and monitored overnight by the Oak team to check everything was syncing - it was, and we were fully live by noon on Tuesday.

Oak provided full training and our team have quickly got to grips with ClarifyGo. It's easy to find calls to review conversations and verify customer needs to support recommendations and decision-making.



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