How Cardiff streamlined their migration and reprogramming calls to stay one step-ahead during the A2D switchover.

Initial Challenges:

Before partnering with Yokeru, Telecare Cardiff faced significant challenges during the transition to a new call handling platform. Ensuring that all service users tested their analogue devices during the transition was crucial to confirm proper connectivity to the new call handling platform. Without these tests, the safety of service users could be compromised. Additionally, the increased call volume required for this testing added a considerable burden to an already stretched monitoring centre responsible for supporting thousands of users.

Initial Objections:

Initially, Telecare Cardiff was concerned about the feasibility of automating such a critical process, particularly whether automated calls would be effective in prompting users to test their devices and whether the system could handle the high volume of required calls.

Yokeru's Implementation:

Yokeru introduced an AI-driven automated calling platform that systematically contacted Cardiff's entire user base, prompting them to test their devices to ensure proper connection to the new call handling platform. The solution was seamlessly integrated into Telecare Cardiff existing operations, allowing for efficient communication without overwhelming the team.

Process and Setup:

The setup process was straightforward and rapid. Within a week, Yokeru's system was up and running, with no need for complex integration. Ongoing support was provided to ensure the solution operated smoothly, with tailored messaging to ensure user safety.

Michelle Orfanoudakis recommends Yokeru to other telecare providers, stating, "Yokeru's solution is a game-changer for any organisation facing call handling platform transitions or needing to manage high volumes of user communications efficiently. We couldn't have managed this transition as smoothly without their support."

Quantitative Results:

Cardiff Telecare experienced significant improvements as a result of Yokeru's solution:

71.6% Response Rate:
- Over half of the contacted service users responded, ensuring a significant portion of devices were tested.

437 Users Successfully Tested:
- Device testing confirmed that users' devices were connected correctly to the new platform, maintaining service reliability and user safety.

Streamlined Testing Process:
- Out of 1,250 calls, only 67 users needed follow-up from operators, reducing the potential workload from 67 hours to just 3.4 hours.

Chelle Orfanoudakis

"Yokeru's platform was instrumental in ensuring that our users' devices were tested and connected correctly during the transition. It significantly reduced the burden on our team, allowing us to maintain high service standards and ensure user safety throughout the process. The positive response from both our users and staff has been incredible, and we are excited to utilise this technology for future initiatives."

Achievements:

- Telecare Cardiff successfully ensured the safety and functionality of devices during the critical call handling platform transition, reducing potential safety risks.

- The automation process allowed the team to manage a significant increase in call volume without compromising service quality or user safety.

"It's been fantastic to witness how quickly AI and technology have been adopted by Cardiff Councils telecare service. At TEC Cymru, we're proud to have played a role in facilitating these conversations, connecting suppliers like Yokeru with Cardiff. While we weren't directly managing the migration process, we helped open the door for collaboration, ensuring the service would meet the specific needs of the community. It's been truly rewarding to see how efficiently this has all come together."

- **Aaron Edwards, National Programme Manager, TEC Cymru, NHS Wales Executive**

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