



## Weslo Housing

[www.weslo-housing.org](http://www.weslo-housing.org)



**Weslo Housing Management was set up by the former employees of Scottish Homes in order to manage, develop and maintain the housing stock of West Lothian.**

When it became apparent the telephone system was in urgent need of an upgrade to allow response to a substantial number of calls from tenants each day, Weslo turned to Digital IP, who demonstrated an intrinsic understanding of its requirements and the ability to translate its non-technical brief into a technical solution.

The system specified and installed is the Siemens HiPath, enabling Weslo to further develop their existing voice and data infrastructures and, where appropriate, implement new IP technologies. In addition to this new system, Digital IP recommended various features, including auto attendant, voicemail and call view software, providing Weslo with management information enabling the tracking of incoming and outgoing calls.

Ongoing maintenance and support is vital to Weslo and in addition to the specification and installation of the new telephone system, Digital IP provide a direct dial helpline to resolve any difficulties that might arise.

For more information on this case study or any of Digital IP's products or services contact us on - **0845 2700 484** or email [info@digital-ip.com](mailto:info@digital-ip.com)



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