



CASE STUDY



Financial Wellness
Group

The Financial Wellness Group is one of the UK's biggest credit counselling specialists. Drawing on over 25 years' experience, the Manchester-headquartered group has helped more than 1.5 million people deal with debt.

"Having worked with Avoira across a number of different solutions, it was natural to turn to a proven, reliable specialist with expert knowledge in this field"

"It was key that we worked with a partner that understood our requirements and had the technical capabilities to satisfy rather than change them to meet the available technology."

Christian Henson, Director of Technology Operations.

avoira
fluent in technology



Business needs

Financial Wellness Group (FWG) needed to adapt its operational model in response to Covid-19 restrictions, initially moving from fixed location to working from home.

As the country looked to emerge from restrictions, the business further adapted. "Having consulted with staff, we're now providing a hybrid working environment based around our employees and business needs," explains director of technology operations, Christian Henson. "This placed new demands on the business with staff being based both in the office and remotely needing to attend meetings.

"We also needed to facilitate collaborative working with our external partners. To enable communications to be maintained throughout each stage, we evaluated and adopted Microsoft Teams as our preferred tooling. This enabled employees to communicate and collaborate whilst working remotely both with internal contacts as well as external parties," says Christian.

Our solution

Impressed with our extensive experience in delivering professional Teams room systems, FWG turned to Avoira.

"It was natural to turn to Avoira, a proven, reliable specialist with expert knowledge in this field. As Avoira are vendor agnostic they were the perfect partner," reports Christian.

"It was key that we worked with a partner that understood our requirements and had the technical capabilities to satisfy rather than change them to meet the available technology.

Our audio-visual engineers specified [Yealink's MVC640 Microsoft Teams rooms system](#).

Designed specifically for medium-sized meeting rooms, this comprehensive video-conferencing package incorporates an MCore mini-PC, UV84 4K high-definition camera, intelligent, AI-equipped MSpeech speakerphone and a touch control panel. The solution is complemented by 65" NEC ME651 ultra high definition 4k screens

installed in FWG's four meeting rooms and augmented by Huddy Canvas AI whiteboard cameras.

"These provide an additional element of interaction with remote users. Meeting room whiteboards can easily be shared with remote teams to provide a real onsite meeting experience to everyone," says Christian.

Business benefits

Our solution has empowered FWG to ensure all employees can actively participate in meetings, whether working in the office or remotely helping to foster collaboration and enhance productivity.

"We continue to benefit from a collaborative working partnership with Avoira that helped shape our hybrid model and, through post-installation support, optimised its utilisation," enthuses Christian.

"Their solution offers long term benefits, such as enhanced employee satisfaction and increased collaboration with our partners, which will assist our delivery of expert advice to further improve customer wellness."

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