



At a Glance

Seamless communication is critical in healthcare, where coordination between clinical and operational teams directly impacts patient care and service delivery. With more than 150 sites across the UK, the healthcare organisation required a scalable collaboration platform to modernise its legacy telephony systems ahead of BT's planned copper line decommissioning.

Cisilion deployed Microsoft Teams Voice to consolidate collaboration and telephony into a single cloud-based platform, improving operational efficiency while reducing costs across the organisation.

Key Themes



CLOUD
COLLABORATION



OPERATIONAL
EFFICIENCY



TELEPHONY
MODERNISATION

The Opportunity

With a large, geographically dispersed workforce, the healthcare organisation saw an opportunity to create a more consistent communication experience across its UK estate.

By simplifying its fragmented telephony environment, the organisation could reduce management overhead, improve flexibility and create a more efficient approach to communication.

150+
UK Sites

10k+
Users

£500k
Projected annual
cost savings



Challenges

Solution

Benefit

1 Modernising Legacy Telephony

The organisation's legacy PBX and telephony systems were becoming increasingly outdated, costly, and difficult to manage across more than 150 sites and 10,000 users. The fragmented estate impacted operational efficiency and created challenges in delivering a consistent communication experience across the organisation.



2 Reducing Operational Complexity and Costs

Supporting multiple vendors, platforms, and legacy services led to rising operational costs and increased management overhead. The organisation required a more streamlined and cost-effective solution capable of simplifying administration while improving scalability and flexibility.



3 Future-Proofing Communication

With BT's planned decommissioning of copper lines, Nuffield Health required a scalable cloud-based communication platform capable of supporting long-term growth, hybrid ways of working, and future collaboration requirements across the organisation.



To address these challenges, the organisation partnered with Cisilion to deploy Microsoft Teams Voice across the organisation, modernising communication through a scalable cloud-based collaboration platform.

Microsoft Teams Voice

Cisilion deployed Microsoft Teams Voice across the organisation, replacing legacy telephony infrastructure with a single cloud-based collaboration platform designed to improve communication and operational efficiency across more than 150 sites.

Device as a Service

A Device as a Service (DaaS) model streamlined device management, reduced capital expenditure, and introduced a more predictable and cost-effective approach to managing telephony devices across the estate.

User Persona Mapping

Cisilion conducted user persona mapping for more than 10,000 users to identify telephony requirements and optimise device allocation based on user roles, call volumes, and working environments. This included the deployment of 5,000 handsets and 2,500 headsets across the organisation to support different ways of working.

Managed Service and Ongoing Support

A five-year managed service provides ongoing optimisation, monitoring, support, and scalability across Nuffield Health's telephony environment, ensuring the platform continues to evolve alongside business requirements.



Improved Collaboration

A modern cloud-based communication platform enabled more effective collaboration across healthcare, fitness, and operational teams, improving coordination and service delivery across the organisation.



Enhanced Employee and Customer Experience

Reliable and flexible communication tools improved responsiveness and supported a more seamless experience for both employees and customers across the organisation's sites.



Increased Operational Efficiency

Consolidating multiple legacy telephony platforms into Microsoft Teams Voice reduced operational complexity, streamlined management, and improved scalability across the estate.



Reduced Costs* and Future-Proofing

The transition to Microsoft Teams Voice enabled significant operational cost savings while delivering a scalable and future-ready communication platform capable of supporting long-term business growth.

***Projected annual cost savings of approximately £500,000.**

CISILION

About Cisilion

Cisilion helps organisations modernise communication and collaboration through secure, scalable, and user-focused technology solutions. As a Microsoft Solutions Partner with Advanced Specialisations in Collaboration, Cisilion designs and delivers cloud-based communication platforms that improve operational efficiency, enhance user experience, and support long-term business growth.

From Microsoft Teams Voice and device management to managed services and adoption support, Cisilion works closely with organisations to simplify complex technology environments and create seamless collaboration experiences across distributed workforces.

[Read More](#)

