

CommsWare Call Logging at Cancer Research UK



Together with its partners and supporters, Cancer Research UK's vision is to beat cancer.

- Cancer Research UK carries out world-class research to improve understanding of the disease and find out how to prevent, diagnose and treat different kinds of cancer.
- Cancer Research UK ensures that its findings are used to improve the lives of all cancer patients.
- Cancer Research UK helps people to understand cancer, the progress that is being made and the choices each person can make.



Since the late 1980s, Cancer Research has used several generations of BTS call logging. In 2002, the Imperial Cancer Research Fund and the Cancer Research Campaign merged to form Cancer Research UK. When BTS launched their new call logger, CommsWare, in 2006, Cancer Research UK decided to upgrade its call logging to CommsWare and extend it to cover the whole organisation.



The CommsWare system is primarily used to produce monthly cost summaries, exception reports and performance summaries. Reports are distributed automatically by email in a choice of modern formats.

The service from BTS is a key part of the relationship. "It's useful to be able to use BTS' consultancy resources as and when required" says Jane Swindle, Telecommunications Manager. "Excellent telephone manner. Patience of a saint, no matter what I throw at him," says Debbie Greensmith, commenting on a recent call to the BTS Service Desk.

Moving forward, CommsWare will be providing call logging for Cancer Research's new VoIP telephone systems. Options for integration with other databases within the organisation will also be explored, using BTS' dedicated Database Integration team, with the aim of saving resources currently deployed on manual duplicate data entry and increasing consistency between data sources.