



# Gurkha Welfare Trust drafts Multisys and Jabra in its fight to provide uninterrupted welfare services for the Gurkha Families

## Making a real impact in a virtual world

As people all over the world adjust to an increasingly more virtual existence, with less in-person contact, it's more important than ever to use technology to stay connected to impoverished and vulnerable communities so they don't get left behind. Communication challenges posed by the pandemic have interrupted aid and services to those who need it most, which has not only impacted these groups on the ground but disrupted the internal functioning of the aid organizations helping them too.

Gurkha Welfare Trust is a British non-profit organization established in 1970, which honours Gurkha soldiers who served in the British army during both World Wars. Their goal is to ensure a life of dignity for war veterans and their families.

With 22 offices spread across Nepal, and another in Darjeeling, India, Gurkha Welfare Trust needed a technology solution that would allow them to virtually connect with officials, volunteers, and staff, so that they could continue to provide an uninterrupted service to the Gurkha veterans and their families. Challenging geography and poor connectivity in areas where the trust operates called for a change to their strategy and approach to their welfare programs, which would allow them to embrace and adapt to the new reality of remote online communication without diluting their offline operations.

## Battling the communication challenges

Making the transition from in-person to online communication was a huge change for the Gurkha Welfare Trust, with three major challenges identified:

- 1. Ease-of-use:** Adapting to new technology can be overwhelming, so a simple-to-use, easy-to-adopt solution was needed that would require minimal in-person oversight to ensure its continued use once installed.
- 2. Reaching dispersed employees:** Pandemic-imposed mobility restrictions meant employees could not continue their on-the-ground support work. To resolve this issue the

## THE PROJECT AT A GLANCE

Fortis Group hired technology experts at Tech Republic Limited and Jabra to equip their offices with industry leading solutions to facilitate an efficient hybrid working experience for employees.

### Solution

#### Jabra PanaCast

- Crystal-clear Panoramic-4K resolution
- 180-degree view of the meeting - room
- Compatible with all leading Unified Communications platforms

#### Jabra Speak 510

- Superior audio quality
- Plug-and-play
- Compact and portable

### Benefits

- Easy, seamless plug-and-play functionality
- Expansive field of view across meeting room of any shape or size
- Seamless connectivity and collaboration



**“We were experiencing voice disruption and distortion on our calls and needed a professional, reliable audio solution for all our meetings, including online workshops with up to 100 participants.”**



Gurkha Welfare Trust needed a reliable and durable Audio/Video solution that could facilitate community outreach and work from afar.

- 3. Poor call quality:** Outdated technology and an unreliable network meant maintaining collaboration and communication remotely was a huge hurdle to completing any work and welfare activities. Improved Audio/Video quality that could deliver seamless interactions using the existing bandwidth was urgently needed.

## Testing for a solution they could trust

To connect with teams and people in different groups and regions, Gurkha Welfare Trust has been using multiple platforms for Unified Communications (UC), thus requiring solutions that would work with all leading platforms. Before selecting their solutions from Jabra, they conducted multi-level research, testing the devices across different offices to get first-hand user experience. Gurkha Welfare Trust also consulted existing customer reviews across various social media and e-commerce platforms, to gauge their performance before making the decision to purchase.

Gurkha Welfare Trust partnered with Multisys to help them deploy 27 Jabra Speak and 5 Jabra PanaCast devices across its offices, to enhance its outreach program at a time when communities needed it the most.

Jabra Speak 510 and Jabra PanaCast were deployed to ensure uninterrupted communication for all activities, from Zoom meetings to in-house workshops hosting up to 100 people. These hands-free Jabra solutions facilitated group meetings while maintaining social-distancing, and enabled users to multi-task more easily, with more freedom to move around, without endless tangled wires causing disruptions. And thanks to their fast and easy setup, these devices have fast become must-have tools for the Gurkha Welfare Trust teams.

**“Jabra Speak 510 has facilitated all sorts of group meetings, giving a great sound experience without the hassle of cables.”**

Optimized to work with all leading UC platforms, including Avaya, Cisco, and Microsoft, the Jabra Speak 510 features a 360° omni-directional microphone with echo cancellation, to ensure

clear conference calls with multiple participants in the same room. With up to 15 hours of talk time and quick recharge in 2 hours, the device allows for wireless day-long meetings without the hassle of recharging every few hours.

## Effective communication: the first step to strengthening communities

Mr. Tej Rana, an information technology officer for the Gurkha Welfare Trust, explains how the deployment of Jabra communication tools will have a lasting impression on the communities they serve:

*“Gurkhas are known for their valour, bravery and resilience, and giving them the ability to actively participate in planning and strategizing of initiatives designed to strengthen their communities is invaluable. By providing them with an effective communication solution, they can work with the Gurkha Welfare Trust team to achieve a sense of ownership and pride towards the initiatives put in place. This ensures they don’t feel like passive recipients of aid and are instead intrinsically involved in contributing to the sustainability and resilience of their communities, now and in the future.”*

**“Jabra Speak and Jabra PanaCast have been the perfect solutions to connect with our troops as we battle through these tough times to reach out and conduct welfare activities for the Gurkha families.”**

**Mr. Tej Rana**  
Information Technology Officer, Gurkha Welfare Trust.