

CUSTOMER CASE STUDY



Name: St Nicholas School, Canterbury
Sector: Education

CHALLENGES

The school caters for 240 pupils aged 4-19 with severe, profound and complex learning needs. The school needed to update an old telephone system, whilst working within a limited budget, and wanted to move from the ISDN2 lines that will soon be obsolete. The school required a seamless move to a new telephone system whilst maintaining the existing telephone numbers.

A suitable system with handsets that would work effectively in both office and classroom environments that could provide additional facilities such as tannoy via a loud speaking function on handsets.

Flexible working phones for key members of staff, such as outreach workers, who often work remotely and visit other schools. The school also wanted the ability to keep in touch with three school buses, the residential officer, safeguarding officer and five satellite sites.

The ability to record calls as required for both inbound and outbound for safeguarding, training and monitoring.

SOLUTIONS

Avian provided a fully project managed solution from the planning and delivery of SIP lines and Fibre to the Cabinet Voice broadband and the installation of an Ericsson LG Telephone system with 52 IP phones and 23 smartphones.

The school also benefitted from substantial savings of approximately £3,530 on its telephone bills with SIP line rentals and free calls to UK local & national landlines and UK mobiles.

Avian's mobile specialist provided onsite training and support with the transition to the new smartphones for all users. Staff can use their Avian mobiles either as an extension of the phone system or as a normal smartphone. Benefits include outbound calls being displayed as the school's main number, rather than individual mobile numbers, so parents and key contacts can identify and accept their calls. This enables all parts of the school community to have telephone coverage whether they're onsite or working remotely.

The implementation of tannoy via the handsets allows the school to communicate key messages quickly and effectively to multiple locations.

The school was able to use the savings on the phone bill to help with the monthly costs of an educational operating lease, which enables the school to protect its working capital and spread the cost over three years.

RESULTS

The school achieved a seamless transition to new IP lines and technology whilst maintaining the existing telephone numbers providing continuity for the parents. The Ericsson LG telephone system with SIP lines delivers a resilient, future proof solution that can grow with the school. Our expert engineering teams remotely monitor and program requests to happen quickly and efficiently.

The school accessed the KCS Framework for telephony benefiting from a contract that is fully compliant with the Public Contracts Regulations 2015 and provides safe terms & conditions designed to protect the school. The contract will be managed and monitored through the duration by KCS PROFESSIONAL SERVICES (acting for Kent County Council).

We were so impressed with the customer service and the lack of 'badgering' after our initial meeting. We have been able to seamlessly change our telephone system to the latest IP technology and increase its size with no fuss. We have a good understanding of the new technology. I would highly recommend Avian Telecoms' team to anyone wishing to change their system - nothing was ever a problem!

Vikki Richardson, School Business Manager