

CUSTOMER CASE STUDY



Name: The Stour Academy Trust
Sector: Education

CHALLENGES

The Multi-Academy Trust caters for primary school children across eight schools in three geographical areas. The Trust wanted to update legacy telephone systems and infrastructure from multiple suppliers to a single supplier using future proof resilient technology. Working within a budget for each school, the new system had to seamlessly integrate into each site over a two-year rollout period, whilst maintaining the existing service and telephone numbers for each school.

Ultimately, the Trust required a single telephony solution with the ability to grow with them.

SOLUTIONS

Avian provided a full audit for all sites, which included a site survey of each location and a meeting with key personnel to understand their individual requirements. Avian liaised with all existing suppliers to understand contract commitments and costs before providing an in-depth report and recommendations for a phased implementation.

The installation of one multi-tenant IP Cortex Telephone system into a resilient data centre provided an innovative solution to connect 55 users at eight schools, as well as the Trust's central office. All locations can make internal calls between them, whilst maintaining an individually tailored system for each location. The system also enables calls to be recorded for safeguarding, training and monitoring.

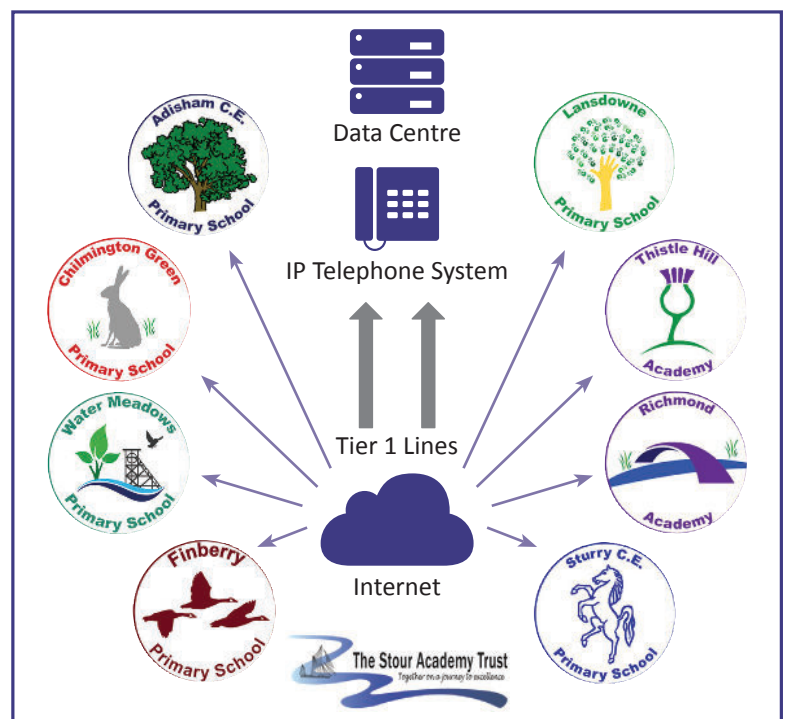
The provision of only one telephone system provided impressive cost savings on hardware, connectivity and ongoing maintenance.

Implementation of SIP lines provided the Trust with significant advantages, including resilient lines and the ability to divert calls to UK landline or mobile numbers within minutes.

RESULTS

The Trust audit produced substantial savings on its telephony services of approximately £28,632 over a three-year period as a result of streamlining the infrastructure and the provision of the latest fibre to the cabinet broadband and IP technology. Savings were made on lines, as well as free calls to UK local, national and mobile numbers.

A seamless transition to new technology whilst maintaining the existing telephone numbers, provided continuity for the parents and staff - and a new communication strategy across the Trust.



The Trust was keen to consolidate our telephone systems to bring us inline with modern networks, and reduce costly systems. Avian supported us fantastically to ensure a smooth, gradual transition. This is one of the best decisions we have made.

Tommy Cullen, Chief Operating Officer