

CASE STUDY

KINGSKERSWELL C OF E PRIMARY SCHOOL

A hosted telephone system gives this primary school enhanced functionality for a monthly, manageable cost.

Kingskerswell C of E Primary School, near Newton Abbott, is a large school serving 375 pupils.

Kingskerswell Primary was unhappy with their Avaya telephone system and the service they were receiving from BT. The school business manager felt they were paying too much for their telephone bills and that there were multiple unexplained one-off charges. She also felt she was being pushed to panic about the future ISDN switch-off.

Our education communications consultant reviewed the school's bills before his visit to further ascertain their needs ahead of making his recommendation. Our solution not only upgraded the school's telephone system but future-proofed them against the withdrawal of ISDN lines and gave them a uniform monthly bill with all costs included and no unexplained surprises.

Central to the upgrade was a Gamma Horizon cloud-hosted VoIP telephone system to give the school all the functionality they needed, including an automated attendant, absence line and a flexible messaging platform that provides out-of-hours and day service messaging, topical to weekends, holidays, events and emergencies.

Kingskerswell did not have to compromise on their call handling capabilities as hold, transfer and pick-up features are an integral part of this straightforward system. The school also enjoys additional benefits from the Gamma Horizon solution, including:

Greater call capacity

Extra channels mean the school can handle more calls at the same time to lessen the likelihood of incoming callers being met by the engaged tone.



Free calls

This solution includes free calls to UK mobiles and landline numbers with no high or off-peak charges.

Easy growth

Users can be added with ease as this VoIP telephone system is primed for growth and integration with new technologies.

Handset twinning

Desk phones can be twinned with mobiles for single number contact with key members of staff.

Easy management

An easy-to-use web-based portal, which can be accessed 24/7 on site or remotely, allows for immediate moves, adds and changes to largely eliminate the need for engineering time. The same portal also provides statistics on call data, including missed calls and call history.

This was delivered to the school's existing telephone numbers on a voice-ready internet connection to ensure call quality. This means the school no longer uses ISDN lines and are prepared for their scheduled phase out. They enjoy enhanced flexibility too, so in the event of an outage, calls can be handled by alternative landlines or mobiles to ensure the school remains contactable.

All the above is covered by a monthly cost, as well as DDI numbering, system upgrades and **swcomms** support from our helpdesk agents, fully certified engineers and dedicated account manager. This support followed a fully project managed installation and user training, which sets us apart from other suppliers that just send the equipment to site.

"I am very pleased with the service I have received from **swcomms**. I can highly recommend them. The support has been fantastic, billing is very easy and consistent, and everybody has gone above and beyond to help."

Amy Vine, business manager



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