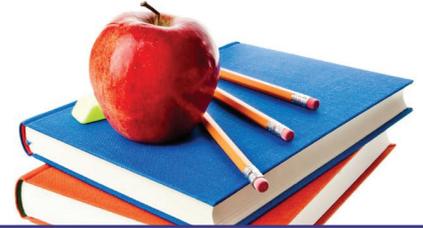


CUSTOMER CASE STUDY

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Name:
Foreland Fields School
Industry:
Education



CHALLENGES

The school had to relocate to a new purpose built school catering for 200 pupils with profound, severe and complex needs including ASD (Autistic Spectrum Disorder). The school supports all stages of education from nursery, key stage 1, 2, 3, 4 and 5. The school required a seamless move to the new green field site and wished to maintain the existing telephone numbers.

Multiple contact capability of key members of staff such as the Senior Leadership Team and the First Aiders was essential due to the high dependency of the children.

Provide cost-effective and suitable telephones in every classroom and install in safe manner and location.

The ability to record all calls inbound and outbound from the school for safe guarding, training and monitoring.

SOLUTIONS

Avian provided a fully project managed solution from the planning and delivery of both line plant for analogue lines and fibre to the cabinet voice broadband to the new green field site from Open Reach and the installation of the IP Cortex telephone system.

Due to the size and nature of the school a complex DECT solution with 19 DECT phones and 7 management base stations using advanced Gigaset equipment was deployed. This enabled both the inside of the school and outside space including the school field and the fire assembly points to have telephone coverage with a seamless handover of calls as staff walk around achieved.

An IP Cortex system enabled the DECT handsets to work as normal extensions on the telephone system and some key staff desk and DECT phones were twinned together to provide them with flexibility required to carry out their day to day activities.

Many new features through the IP Cortex using new SIP technology are providing streamlined communications throughout the school. Call management with the provision of an Interactive Voice Response (IVR) deliver inbound calls to either a multiple operator group, absence reporting group or direct to a specific members of staff or groups using a combination of call routing and Direct Dial numbers (DDI) numbers. Avian also provisioned voicemails pick up groups and call forwarding.



RESULTS

The school achieved a seamless move and maintained the existing telephone numbers providing continuity for the parents. The IP Cortex telephone system with SIP lines deliver a resilient, future proof solution that can grow with the school without the need further investment. Our expert engineering teams remotely monitor and program requests to happen quickly and efficiently without additional cost for the school. In addition the school has the ability to use a web portal to access call recordings, call logs, and make some changes themselves.

The school needed a telephone system that met with our 'special' requirements. We are over the moon with our new system and the service we received from Avian Telecoms. I was extremely confident with Avian's friendly, non-pushy sales approach, offering very competitive priced product. They are well connected within the industry and worked effectively with our IT management company, which contributed to delivering the project on time. Avian has spent time with our staff delivering training ensuring we fully understand how to operate the system, nothing is too much trouble for them! The contact with Avian has so far been excellent, not only professional but also they have been a pleasure to work with. I would not hesitate in recommending Avian Telecoms to anybody requiring a telephone system.

- Shelley Furlong , School Business Manager