

CUSTOMER CASE STUDY

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Name:
Sunny Bank Primary School
Industry:
Education



CHALLENGES

The school has gone through an amalgamation of the Nursery, Infant and Junior Schools across three sites to become one school. The project had to take out three different communication systems and replace with one telephone system that would network the three sites together and make them work seamlessly. The school needed a new larger, flexible cost effective telephone system that would streamline the communications.

Management of incoming calls for three schools into one system had to be dealt with efficiently to reduce pressure on the school offices.

Provide a solution that can evolve with the new school as it settles into its new working environment.

Fire evacuation procedures at two of the sites require children to walk to a nearby road which required walkabout DECT phones to be used.

SOLUTIONS

Avian recommended a complete managed solution which included full project management to deliver lines, fibre to the cabinet broadband for voice running SIP lines with an IP Cortex telephone system and some DECT phones.

Working alongside EIS, and NCS, Avian were able to provide a single telephone system that manages calls for all three sites by utilising the existing infrastructure and creating a new IP Telephony network.

The IP Cortex telephone system has many features that can be activated either by the school or remotely by our engineers. Provision of voicemail boxes to many of the different departments within the school has streamlined message taking. The introduction of an Interactive Voice Response (IVR) system has ensured a seamless amalgamation of the school's telecommunications. Parents can simply ring the one telephone number no matter which site they need to speak to.

RESULTS

Internal communications are possible now between each site with integration of networks along with a telephone system which can combine analogue and IP services and even the DECT phones are twinned to the system and work as extensions. This has helped the school to meet their requirements for fire safety evacuation procedures to an external location.

OVERVIEW

The IP Cortex telephone system has provided a high performance feature rich solution to meet the needs of the school. The system flexibility and ease of use has enabled the changing requirements of the school set up to be quickly reflected on the system. Our expert engineering teams can remotely program requests to happen quickly and efficiently without additional cost.

I would just like to take this opportunity to thank Avian for the help and support you have given us throughout the project. I personally appreciated the way you made 'the completely unfathomable' at least something I could pretend to understand and get to grips with.

The project was complicated by all the other changes linked to the whole amalgamation process, but hopefully we now have a phone system that will be fit for purpose and adaptable for years to come.

Susan Batters
School Governor