

RHM Case Study:



Background

King's College, Taunton is an independent co-educational boarding and day school in Somerset with over 450 boys and girls aged 13-18 years.

We like to think of ourselves as an exceptionally happy school, but also a busy and purposeful community. Our pupils leave here very well-qualified, but more importantly they leave as well-rounded, balanced individuals.

Challenges

Kings College were running an old Avaya Definity telephony platform.

RHM had already taken on the management of the schools telephone lines and calls package as well as the mobile phone estate. However the telephone system was being managed by another third party supplier.

The system was on a finance lease and that lease was nearing the end of its term and Kings were considering options to upgrade the platform they had or to replace completely with a new platform.

The College is a large campus with a mix of old voice cabling and modern data cabling so any solution had to be flexible enough to handle the complex environment on site

Considerations and requirements as were as follows;

The old platform was expensive to maintain and any new solution had to have low running costs. The College wanted where practical to leverage the investment made in their existing analogue and IP Handsets where practical.

They wanted to look at ways of improving their inbound call handling particularly at intensely busy period such as the start of the school day.

They wanted a system that they could manage in house as much as possible with the ability to make their own changes and an easy to use Voicemail system

For the future they wanted a solution that could grow to include Mobile integration or mobility around campus to leverage their anticipated investment in wireless.

RHM Solution

RHM recommended the Avaya IP Office 500 telephone system. The platform expands to over 384 extensions on a single server using one Central Control unit and the addition of expansion modules for either Digital Handsets or Analogue devices. IP Devices need licences but no physical hardware.

The system was configured from day one with the following capacity.

18 channels of ISDN30e

172 IP Endpoints licences

16 Ports Analogue Extension Capacity

2 x PC based soft consoles for receptionist

2 x 128 party voice conference bridges

6 x port professional voicemail

Existing analogue telephones and 1608 Avaya handsets were re-used to make sure their investment to date was protected.

RHM set up improved reception call handling with the auto attend feature enables and call overflow to the finance office during busy periods.

The IT department were coached on making basic moves and changes in-house to speed up the internal support offered to users and keeping ongoing change management costs down.

Finally RHM used a mix of analogue and IP handsets to enable the solution to leverage the existing network infrastructure and keep any cabling costs down for the project.

Key features used were as follows;

“Meet-Me” and Secure Conferencing - With 128 party conference capacity built-in with up to 64-parties on a single conference call, IP Office Preferred Edition makes it easy for all your users to have their own conference bridge and host their own password-protected conference calls. The user experience becomes seamless for your staff and customers— parties simply dial the conference bridge number and enter the PIN code, if prompted – regardless who you invite to your audio conference. With its unique conference call capacity, IP Office lets you host a multitude of calls simultaneously.

Auto-Attendant – The professional front door to your business. Any number of automated attendants and multiple levels can be programmed. If callers are known, for example, your most important clients, they can be greeted with a personal message and even routed directly to the most appropriate person or team. Using your internal directory, callers can easily search the person they wish to connect with using dial by name. Staff can set up their own ‘personal attendant’ empowering the caller to leave a message, contact reception, or choose to be routed to an alternative destination (e.g. fellow associate or team member, mobile phone) all through the selection of a single digit on their keypad. Mobile telephone numbers are kept confidential, ensure staff privacy, and provide one-number access for all callers.

IP Office Receptionist solution was designed to improve operator service by simplifying call handling actions such as answer, transfer, hold, conference, employee availability and more through an intuitive efficient interface. Just click and drag to transfer calls, put calls on hold, or conference in a colleague. Operators see everyone’s phone status –busy, on the phone, away from their desk – so calls are routed and managed quickly and accurately. Receptionists can see who has new voice messages and alert executives of their message status.



Finance

To help the College sign off on the business case RHM were able to offer incredibly flexible and bespoke commercial terms. RHM offered to take payment based on 25% deposit and the 75% balance spread over 36 months with 0% interest.

This enabled the Finance Director to budget for the project which would have been difficult to do based on absorbing the whole capital in one budget cycle.

Kings now have a single supplier and helpdesk supporting Calls, Lines, Mobile and Telephony giving them lower cost of ownership and streamlined supply chain which will deliver soft cost savings moving forward.