



Background

When Primary Quest Trust, a multi-academy trust (MAT) encompassing several primary schools were looking to upgrade their business phone system, they turned to RHM to find the perfect future-proof solution.

Here at RHM, we take a proactive and hands-on approach to our projects, and this partnership was no different. We addressed the key communication needs of Primary Quest Trust, providing an efficient and future-proof communication system.

The client

Primary Quest Trust is a centralised trust with several C of E primary schools, including Highnam Primary, Hartpury Primary, Staunton Primary, Redmarley Primary, and Ann Cam Primary. Collaboratively, they serve villages in the Gloucestershire area.

Our relationship with Primary Quest Trust began a year ago, with the trust partnering with us when their current contract with an alternative provider came up for renewal.

RHM had been in conversations with the trust previously, and with the Ann Cam Primary site already with RHM on a new VOIP system, it made sense to put the schools under the same provider and solution. They needed an overhaul of their communications setup, with the key objective to consolidate the number of telecoms suppliers across the trust down to one single partner.

The Challenge

Primary Quest Trust was dependant on analogue lines, using an outdated Panasonic phone system. The system was hindering efficient communication and regularly causing issues.

On top of the inefficient phone system, the ISDN and PSTN switch off is on the horizon, which further added an urgency to finding a solution that would provide the trust high-quality tools and business continuity.

The solution

At RHM, we take a proactive, personal, and collaborative approach to our partnerships. After understanding Primary Quest Trust's initial needs, our Sales Consultant, Nadine sent a proposal based off the feedback received from the Trust. After this, one of our engineers followed this up with a free site visit to assess the cabling and infrastructure. After these initial stages, we were able to discuss any changes to the proposal, advise on solutions, highlight the benefits of a cloud phone system, and demonstrate hardware to the trust.

We worked closely with the Trust's IT providers, and from the site surveys conducted by our engineer, cabling and infrastructure came out as a cost-neutral upgrade, or even a cost saving at some sites. As a result of this, the Trust decided to switch to the flexibility of VoIP.

RHM provided the Horizon VoIP solution for the Primary Quest schools with a mix of Polycom VVX 450 handsets and Yealink W73P cordless handsets to each of the sites. We were able to port their numbers from their existing analogue line to the cloud, allowing customisation and a seamless transition supporting business continuity.

The benefits

FREE CALLS

The new system offers free calls to UK landlines and mobiles.

ONLINE ADMIN PORTAL

Each school gained access to an online portal for self-management, including call diverts and extension details.

TRAINING

RHM provided training on the new solutions to ensure the schools could utilise the system effectively.

FLEXIBILITY

With remote capability, staff can work from any location, with the ability to setup greeting or on-hold messaging updates, such as snow day notifications, from an offsite location.

FUTURE-PROOF SOLUTION

The new Horizon VoIP system is future-proof, making it easy for the trust to transition new schools seamlessly.

The feedback

Rachelle Ayland, Business Manager at Primary Quest Trust, said:



We can't thank RHM enough for the way they handled our transition to a new phone system. They really took the time to listen to our needs and created a proposal that reflected this, as well as taking a visit to our schools to assess our infrastructure requirements.

The cloud phone system has given us the flexibility and reliability that our previous phone technology was lacking, and looking ahead, we'll be able to add new schools with ease, all whilst giving us a sustainable phone solution for the future.



The results

Primary Quest Trust chose RHM to consolidate telecom suppliers across its schools, ensuring a streamlined and unified communication system. The new system allows easy inter-school communication using DDI numbers or short dial codes.

RHM's solutions successfully addressed Primary Quest Trust's communication challenges by implementing a modern VoIP solution, enhancing inter-school communication, and providing a future-proof system. The collaborative approach, comprehensive training, and additional benefits have positioned Primary Quest Trust for efficient communication and continued growth.

From start to finish, the trust was impressed with their experience with RHM, and the project was so successful, that Primary Quest Trust's IT Manager has recommended our services to other local schools.

