



Background

When Newton Poppleford Primary School were looking to upgrade their communication system, they turned to RHM to support them in their switch over to the cloud. Here at RHM, we believe in building strong partnerships and trust, and this is precisely what we achieved with Newton Poppleford Primary School.

The client

Based in Devon, Newton Poppleford Primary School is a local authority primary school with 185 children on roll from ages 4 to 11.

Situated in a single location, Newton Poppleford's phone system supports 19 users across the school, from classrooms and hallways to various offices within the building. Day to day, their phone system experiences a high level of call traffic both internally and externally and must be dependable and efficient for parents and staff to stay in contact.

Over the years, RHM has built up a relationship with the school through conversations with RHM's Sales Consultant, Nadine Simpson. This established trust and confidence between the school and RHM, resulting in them choosing to partner with us when their previous contract ended.

The challenge

Prior to working with RHM, Newton Poppleford had an on-premise Panasonic phone system, however the school was keen to upgrade to a cloud-based phone system. As a busy school, efficient communication is essential. It was important for the transition from an on-premise system to a cloud-based solution to be as smooth as possible to keep impact to school operations minimal.

RHM needed to understand the requirements of the school and its staff in regard to the need for physical desk phones, mobile apps and any training staff would require moving over to a new communication platform.

Newton Poppleford needed the new cloud-based services to be extended to the library which was situated in a separate building, so having a stable internet connection was important. A reliable connection is one of the challenges schools can face when switching to a cloud system. If the connection is unreliable, it can result in call quality issues, dropped calls and disruptions to communications; in these instances, we would look to install either a 2nd broadband or a 4G data SIM in the router, which would offer an automatic failover solution, to ensure continuity of service.

We were confident that we could meet the needs of Newton Poppleford and provide them with the future-proof system they required without disrupting their daily operations.

The solution

At RHM, we work closely with our partners to ensure we provide the best and most appropriate solutions for them. We take pride in our proactive approach and communication, and this project was no different, which is why to discuss the initial proposal, Nadine visited the school along with our engineer Dan Astill.

During the visit, Dan looked at the cabling situation for IP phones, so Nadine was able to put a more formal quote together based upon the schools' requirements. One of the main requests was to extend services to the library, which was situated in a separate building. This was achieved via a fibre link from the main building, so internet, wifi and a new IP phone could be installed into the library.

RHM provided Newton Poppleford Primary School with the Webex VoIP solution allowing them to have a mixture of licences to suit their needs. Having 19 users in total across the school, they required 2 basic licences for physical desk phone users whilst the remaining 17 needed the ability to work flexibly via desktop and mobile apps.

The benefits

FUTURE-PROOF SOLUTION

The school's new Webex VoIP solution is future-proof, and the perfect choice to keep teams agile, offering AI enhanced features such as call transcription.

RELIABILITY

Part of Webex, the Evolve IP platform provides the school with 99.999% call reliability, keeping parent and staff communication seamless and dependable.

FLEXIBILITY

Some staff wanted to work with headsets rather than physical desk phones. We were able to provide this option.

COST-EFFECTIVE

Through monthly billing, Newton Poppleford will not experience any bill shocks. Our pricing and packages fall within the schools budgeted amount, giving them predictable monthly costs.

The feedback

From the very beginning, the school have been impressed with RHM and the support they've received from Nadine and the wider team.

Angela Nash, School Administration Manager, said:

"The team at RHM have been fantastic, from the initial quote process, balancing the technical solutions available to us with the cost, through to installation and support of our new phone system.

Nadine in the Sales team has been key to the whole process and is always very responsive and helpful and nothing is ever too much trouble. The technical team and helpdesk staff have been supportive when we have encountered issues and always respond very quickly, coming on site when needed.

We are very pleased with our new VoIP system and to be working with such a great team."

The results

Newton Poppleford Primary School chose RHM to upgrade their on-premise phone system to a cloud-based solution, giving them a future-proof, modern and streamlined unified communication system. The new system allows easy communication across the school, fantastic call reliability, and flexibility. RHM's solutions successfully addressed Newton Poppleford's communication requirements.

Moving forward RHM will continue to provide the school with the support they need when they need it. As their dedicated account manager, Nadine will remain their main point of contact after building up a positive relationship with School Administration Manager, Angela Nash. If you would like to find out how RHM can support your organisation, [get in touch](#).

