

UP

CASE STUDY Education

“We are incredibly pleased with the smooth installation and the fantastic functionality that the solution provides, especially for remote workers.”

**Shah Ali, Assistant Principle,
St Francis Xavier**



CASE STUDY



The Customer

St Francis Xavier is a London-based Sixth Form College (SFX) with approximately 1300 students. The college has been rated as 'Outstanding' by Ofsted.

The Challenge

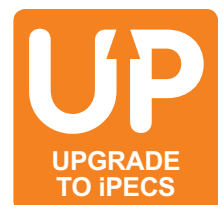
- With 160 users needing to communicate both both on and off site, St Francis Xavier needed a solution that had a solid road map for the future
- St Francis Xavier wanted to use their existing telephony cabling to keep disruptions to a minimum and reduce installation costs, while providing users with hot desking functionality and the flexibility to work remotely
- The College required a comprehensive call logging and call reporting solution to keep on top of their communications usage at all times

The Solution

- Introduce the iPECS phone system, driving productive and efficient working regardless of location or device
- 120 x IP Phones
- Voicemail to email, enabling staff to work more efficiently and respond to parents quickly
- Call reporting and analysis to track missed calls, talk time, incoming and outgoing calls to better understand customer needs

The Benefits

- The reliable and scalable iPECS 300 gives the college flexibility to grow in the future
- Accompanying the telephone system were 120 of the latest IP telephone handsets, an easy to use screen based controller for the reception, as well as a gateway for 32 analogue or DECT phones for areas where there were no existing data cables
- Provision was also made for 10 remote workers to access the system at any one time using soft client technology on any PC connected to the Internet
- St Frances Xavier now have a feature-rich communication system to transform the way they communicate and collaborate



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how we can help your business.**

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