

Heckmondwike Grammar School

Russell Telecom goes back to school

BACKGROUND

Founded in 1898, Heckmondwike Grammar School in West Yorkshire is a co-educational, selective school which admits 150 pupils each year. There are currently more than 1200 pupils on roll, with 420 in the sixth form. There are currently the equivalent of seventy-eight full-time teaching staff, including the head teacher and three deputies who are well supported by a team of twenty-five non-teaching staff.

PROFILE

Customer

- Heckmondwike Grammar School

Industry

- School

Challenges

- Expansion of building
- Existing phone system inadequate
- Installation during busy exam result time
- Limited budget

Solution

- UNIVERGE SV8100
- Analogue, digital & IP business phones

Results

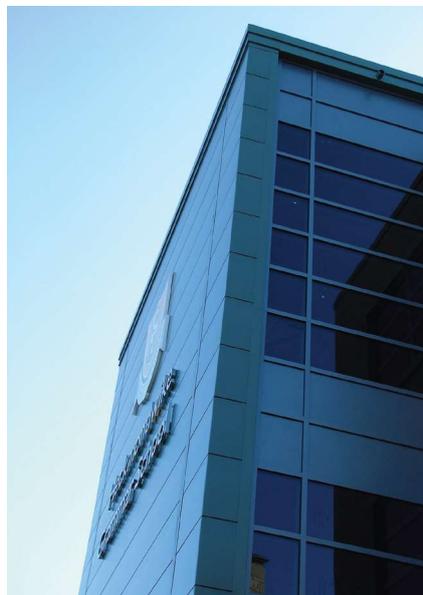
- Feature-rich system
- Consistent user experience
- Simple system management
- Seamless communication throughout school

REQUIREMENTS

The school was adding a three-storey extension to its premises, but realised its existing Alcatel phone system would not be able to accommodate the additional capacity it now required. Heckmondwike needed a solution that could accommodate analogue, digital and IP phones, was expandable and did not cost the earth.

“We also wanted the ability to manage the system ourselves and have the existing phone wire birds nest of cables patched professionally,” explains Jim Nobbs, Heckmondwike Grammar School’s eLearning and Systems Manager.

The school also placed great importance on project ownership, from the start of the installation to completion, with the ongoing care and support thereafter a crucial factor.



As such, it partnered with local telecoms reseller, Russell Telecom, which has more than 25 years experience with other schools.

SOLUTION

The firm carried out a detailed evaluation of the school's communications needs and found that the new building was only connected via fibre optic cable, and as such, required a VoIP solution. However, as it would prove too costly to deploy VoIP throughout the entire school, Russell Telecom provided a hybrid solution in the form of the NEC SV8100, a feature-rich business telephone system with a range of digital and IP phones.

By providing display handsets, Russell Telecom ensures that users benefit from the comprehensive functionality of the NEC SV8100 system, and its implementation of the hybrid system means that the user experience is the same across all extensions. This also guarantees that the management of the system remains simple.

CHALLENGES

Russell Telecom successfully navigated any challenges it encountered overhauling the communications system at a busy school. This included the re-wiring of 80+ digital

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Case Study SV8100

extensions and fitting the installation around the hectic summer schedule of exam result days, where the phone system was essential.

"We re-terminated all the existing cabling on to patch panels to provide a much easier management interface – this was particularly challenging keeping a live system going whilst extensive engineering work was completed," explains John Hartley, Regional Sales Director at Russell Telecom.

"Also the new reception required an analogue extension socket for franking machine but the new building was only VoIP so we installed a SIP converter to convert an IP extension into an analogue extension.

Crucially, staff members required voicemail boxes but did not have their own handsets. Russell Telecom overcame the challenge by using virtual extensions, linking the school's voice mail to the email system so that individuals are now notified via email when they have a voicemail; they can then go to any phone and retrieve their voicemail. The school plan to provide this facility to all teaching and support staff who require individual mail boxes.

"The school had to invest in a modern system but needed a solution which would offer longevity. The NEC SV8100 was launched in



"The NEC SV8100 will provide peace of mind that the technology that they invested in will last for many years"



"The system has the ability to expand as our demands increase"

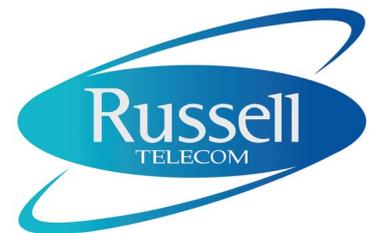
the UK in September 2008 and will therefore provide Heckmondwike Grammar School with peace of mind that the technology that they invested in will last for many years," says Hartley. "The SV8100 WebPro software provides the school with an excellent system management tool enabling the school IT department to manage the day-to-day changes in a busy school."

RESULTS

The end result has been seamless communication throughout the entire school. The new phone system has improved internal communications at Heckmondwike, allowing it to standardise the equipment it uses.

Also, the school is realising long-term cost savings as it now has control over the management of the system, and no longer has to pay external suppliers every time it requires minor changes, such as extension number changes.

"The system is now managed almost completely in-house – with the occasional support call to Russell Telecom – and has the ability to expand as our demands increase," says a delighted Jim Nobbs.



"Russell Telecom provided excellent advice and spent the time to explain all the options. Despite numerous changes to our requirements during the tender process Russell were always on the ball. They have made every effort to ensure the install went smoothly and despite us ordering too many phones, they were happy to accept them back for a full refund. The support that they offer gives us direct contact with the engineers in our area and provides answers to any of our questions, at any time."



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