



Raine's Foundation School

New World provides an IP solution for a large, multi-site Secondary School

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PROFILE

Customer

- Raine's Foundation School

Industry

- Education

Challenges

- Existing PBX near end of life
- Complex Auto Attendant required
- A single IP solution required across two separate School sites via a Microwave Link
- The ability to make and transfer internal and external calls between School sites
- Reduce the School's call billing expenditure

Solution

- NEC Univerge SV8100
- Sophisticated voicemail and auto attendant facilities provided
- A Single system situated in the Upper School with remote IP handsets in the Lower School connected via the School's IP Network

Benefits

- Two separate School sites served via a Single system
- Separate Auto Attendant greetings for each site
- A single common numbering scheme across both sites
- New World provided a 34% saving against the School's Call Billing costs

BACKGROUND

Raine's Foundation School is a large, multi-site Secondary School situated in Bethnal Green, London.

It was established in 1719 by Henry Raine in order to provide local children with a free education.

Raine's is now a highly successful school and in 2011 featured in the top 25 Schools in the country.

REQUIREMENTS

Raine's Foundation School needed to replace their existing 'end of life' telephone systems, originally supplied by New World, serving the Upper and Lower schools.

Both sites were to be served by a single system, allowing a common numbering scheme, allowing staff to make and transfer calls across the two sites linked via an existing Microwave link carrying data traffic.

The new system was to utilise the existing structured cabling scheme to provide a single 'voice and data' network.

Each school required its own independent Auto Attendant greeting to enable parents to contact school staff or report a student absence within a dedicated Voicemail box.

The School also required New World to analyse its Call Billing in order to reduce expenditure in this area.

SOLUTION

New World installed an NEC SV8100 telephone system, connecting the Upper and Lower schools via a Microwave link.

50 IP handsets were installed, networked via PoE data switches, utilizing the existing Structured Cabling Network.

The NEC SV8100 provides unlimited capacity to accommodate expansion catering for the new school building development currently under construction.

“Raines Foundation has been a client of New World for more than 15 years and has never received anything but the most effective and efficient service from them - we would unreservedly recommend them to any prospective customer” explained Jonathan Edwards, Bursar at Raine's Foundation School.

“The change from our obsolete Samsung system to the NEC SV8100 had to be accomplished in a two week school holiday. It was completed smoothly and was fully operational before the staff returned.”

BENEFITS

The new NEC SV8100 telephone system serving Raine's Foundation School provides a number of benefits:-

A single NEC SV8100 IP system now serves both sites with a common numbering scheme allowing staff to make and transfer calls between sites.

A powerful NEC Voicemail system provides separate Auto Attendant greetings for both the Upper and Lower Schools.

Remote maintenance and programming was provided to reduce the cost of 'moves and changes' and reduce 'downtime' between 'faults and fixes'.

The schools own IT personnel were trained on the systems 'My Calls' software package, allowing them to make basic modifications and changes and monitor call patterns.

Following an analysis of the School's Call billing costs New World has been able to provide a 34% annual saving.

“From a financial perspective we are delighted in the cost savings that New World have provided for the school in these days of very tight budgets”

