
Telephone System Solutions - 1st Callcom Ltd

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1ST CALL

Com Limited

Foxwood Academy



Client: Foxwood Academy.

Location: Nottingham.

Objective: The existing Avaya telephone system could no longer be maintained by their current provider due to being obsolete, all of the handsets were end of life and in a poor state of repair plus additional handsets were required in new rooms.

The Initial Stage:

The existing system was installed on traditional 1308 cabling and therefore a Panasonic digital solution was recommended.

When we conducted a full engineering survey, we identified that a remote building was only served by a CAT5 network through a fibre link to the main building, it was therefore suggested we change from a digital to a VoIP system which the Panasonic system was able to do with just a few small changes to the configuration.

Although this was a little more expensive than the digital solution it meant the remote building could be part of the system and all the requirements of the school were met.

The Installation Process:

The installation was completed during a half term holiday therefore we made sure our in house trainer was at the school for 8AM on the first day back to provide support and training for all the staff.

He spent the day at the school helping staff to set up voicemails, program speed dials and demonstrating how to use the system.

We returned to the school the following week to make a few changes and to set up a cordless headset for the Receptionist to trial, she wanted to get used to the new handset first and we were happy to accommodate this request.

The Result:

The new system is giving the school all the features they require and the improved audio quality of the handsets is perfect for them. The handsets in the areas not previously covered are providing the vital communication that was required and they are now happy that the system can be fully maintained and is future proof.

Recommendation:

Having worked with 1st Call at my last school I knew straight away to call them when I could see my current telephone system needed an upgrade.

My requirements were discussed in detail and I was presented with the options available to me. The installation was hassle free, done with ease and very little disruption and the training that followed was thorough and well delivered.

We have been very happy with the new telephone system so far and I would recommend 1st Call to any School.

Claire Walters - Foxwood Academy Business Manager

