



## Case Study



### Forest Bridge School Overview

Forest Bridge School is a new Free school in the Royal Borough of Windsor and Maidenhead built to serve pupils with Autism. As a new school they were looking for a telephone system and Nicky McGarry, Head of Operations, was tasked with finding a supplier.

Nicky had worked with iCS in a previous role, and in addition, the main construction contractor had also worked with and recommended iCS on similar projects. Due to their history, close proximity to the site, and proven experience within the sector, iCS were invited to tender and after a successful pitch, won the business.

Nicky explains "We did invite other companies to tender proposals, but iCS was head and shoulders above them. They had the best presentation, the best explanations and the best support. Any questions that I raised, that couldn't be answered on the spot, were responded to within 24 hours by email."

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**Nicky McGarry,  
Head of Operations**



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### The Solution

iCS recommended an on premise Splicecom SV1000 system with a selection of Yealink IP wired and Dect handsets, along with some ruggedised Wi-Fi handsets connecting to the system across the network.

This system comes with many safety and school specific functions including flexible auto-attendant, voicemail with email alert, call logging, call recording, softphones, and mobile applications. Lockdown dial out is a specific feature where a code can be called, and the system dials out simultaneously to the Senior Leadership Team and plays a message prior to connecting to the caller. This means the caller gets connected to someone that can assist and prevents voicemails picking up the call, if included in that group.

The system was deployed on the IP network and iCS held a training session for staff and reception a few days prior to opening.

Nicky was impressed with the iCS approach and says "The installation was very straightforward. We had to complete a spreadsheet with all the information they needed, we had a pre-installation meeting and then they came in and did exactly what they said they'd do.

### The Result

The system is in and working helping to improve levels of efficiency, deliver great functionality and achieve a lower monthly recurring cost. Staff can now contact all the Senior Leadership Team simply and quickly. Many of the useful features are helping to

save call handling time, including putting a call through to a member of staff either on their mobile app, or using the "find my caller" feature for transferring callers that have a missed call from the school through to the right extension that called them.

Of course the features and benefits of the products are important but Nicky believes "The best thing about iCS is their friendly professionalism. And their knowledge. It makes a refreshing change to work with people who know their products inside out – and that applies to everyone we dealt with. I would happily recommend iCS."



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### About iCS Communications

iCS is an independent supplier of business telecoms and network infrastructure solutions to help **schools, colleges and universities** improve operational effectiveness, cost management and service. We are technical experts and trusted advisors with more than three decades experience.