

## Case Study



### St Andrews Pangbourne School Overview

St Andrews is a prep and pre-prep school, set in 54 acres of beautiful woodland and playing fields close to Pangbourne in Berkshire. Founded in 1934 with just 2 teachers and eight students, the school is now a mixed school for children from 3-13 years old. Alumni include the Duchess of Cambridge and David Cornwall (aka John Le Carre).

The schools telephone system was out-dated, using ISDN that had limited functionality and it was becoming harder to support as spares were increasingly difficult to source. They also had a number of direct lines that had been ordered since the last system was installed, incurring costly on-going rental and call charges.

They wanted to migrate to an IP system that was easy to manage and allowed key staff to be contactable wherever they were. iCS were recommended by their IT providers who have worked with iCS for over 25 years.

Penny Franklin, Bursar and Clerk to the Governors, explains further "The School is in a rural location and had limited broadband until very recently. We knew we wanted a VOIP system, and that our old system needed replacing, but we had to wait until we had fast and reliable broadband. iCS was recommended to us by our IT provider,

Connect. We looked at some other possible providers and found the costs were all in the same range, so since iCS and Connect would be working together, and we have a high level of trust in Connect, it made good sense to go with their recommendation. It saved a lot of headache and made the implementation very smooth".

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### The Solution

After meeting with the school iCS recommended a hosted Telecloud system with a selection of Yealink IP wired and Dect handsets. This system is cloud based and looks and feels like a regular phone system, with hold bays that flash on executive handsets, meaning an easier migration for staff.

The system comes with a flexible auto-attendant, voicemail with email alert and offers call logging, call recording, a free softphone, mobile phone application, free calls to local/national and mobile networks including reduced international call charges, and a number of other school specific features.

System installation was deployed on the IP network over half term and iCS trained teaching and reception staff a few days after the installation was complete. The full migration was completed in less than 22 working days from signing the order to delivery.

Penny was thrilled with the process commenting that "iCS' customer service is excellent. We were quite late in making our decision on the date of installation, but they worked around us and were super flexible. Everyone we dealt with was very helpful. The installers were absolutely superb. They had great technical knowledge, were professional and answered all my questions – of which there were many!"

### The Result

The new system has increased efficiency, provided extra functionality and lowered

monthly recurring costs. The reliable, large internet connection has given the school confidence to move to IP telephony.

Users can now make calls when in or away from the school, all whilst displaying one consistent school number. Calls are queued at busy times and now key staff are always contactable using the mobile phones and mobile twinning. Finally, from a service and compliance perspective, all calls are recorded and held for a 90-day period, if required.

In terms of the outcome Penny says "The best thing about the new system is its flexibility. Before, we had loads of trailing phone wires – now everything can be accessed via our PCs. The handsets are great and the direct dialling is so useful."

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