



## Case Study



### Stoke Poges School Overview

Stoke Poges School is a mixed primary school in Slough, Buckinghamshire. They found themselves with an in-flexible, outdated and overpriced phone system that was suffering constant reliability issues and only allowed two simultaneous calls in or out of the school! Due to busy lines this was extremely problematic when calling parents, suppliers or emergency services.

The school approached several prospective suppliers and due to previous contact iCS were invited to tender a proposal. Kyra Sheehan, Business Manager at the school recounts "We knew that our phone system needed to be changed so it prompted us to get some quotes. We had a few companies offering similar products at similar costs, but we chose to go with the people we felt most comfortable with. We liked the people at iCS and their approach."



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**Kyra Sheehan,  
Business Manager**



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### The Solution

After meeting with the school, iCS recommended an on-premise SpliceCom StudyCall system. This system can be cloud based, or on site, but after careful cost analysis the on-premise system was clearly the optimum solution.

The system comes with auto-attendant voicemail, call logging and call recording as well as school specific features such as staff lockdown, paging to all IP handsets and virtual extensions. Navigate Pro software was installed on the administration workstations giving staff full user status and enhanced call handling functionality. Users can now 'click to dial' any number on their computer screen.

Being a busy school, it was important to minimise the period of downtime so iCS completed the transition over a couple of days during half term. The system was installed quickly and the migration to IP was seamless.

Whilst the product features have been well received, Kyra explains that it's the service that sets iCS apart "One thing I particularly liked about iCS was how responsive they were. They'd come on site and talk to us about our specific needs. One of the directors turned up one day which was really reassuring. It made us feel that our school was important to them."

### The Result

The new system has significantly improved communication at the school making processes much more effective. The school now has complete control of the system and

when they need assistance the support desk at iCS is there to assist.

Kyra comments further "Everyone loves our new system. It's made our lives so much easier and more efficient. Two of the features that have made a great difference are the emailed voicemails and the ability to broadcast to every handset. This has been designed for lockdown scenarios which, luckily, we've not needed but we have used it as a quick and easy way of communicating to everyone at once. The staff at iCS were professional and friendly. We got everything we were hoping for."

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iCS

### 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.