

Glebelands School Case Study

Glebelands is a co-educational comprehensive school for 11 to 16 year olds. The school is based in Cranleigh (Surrey) and has been granted Specialist Science Status.



Summary of requirements

- The school's end of life Euro Generis phone system had come to the end of its support contract and was proving unreliable, Glebelands were looking to upgrade the system.
- Glebelands were keen to reutilise its existing analogue cabling infrastructure and 46 handsets.
- A key focus was placed on reducing costs and the school was keen to select solutions that provided a good return on investment.
- A conference bridge to enable on site conferences with external support organisations was desired.

Solutions and services provided

- Avaya IP Office 500 phone system with essential edition licences for 14 digital and 46 analogue extensions.
- 8 ISDN lines with a future upgrade to SIP Trunk planned.
- DSS/BLF Receptionist console.
- West Pier installed an Avaya 64 party conference bridge.
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Business Benefits

- existing cabling infrastructure was used for both digital and analogue phones saving the cost of an upgrading that infrastructure.
- An annual cost saving of 37% on call costs and support services has been implemented.
- The conference bridge cut down travelling costs as meetings could be held with no travelling required.

Testimonial

“We knew we wanted to upgrade our phone system because it had become increasingly hard to manage and was increasingly unreliable. We were also keen to be able to meet with external organisations without having to travel all the time as it was disruptive and costly.

The phone system and conferencing solution that West Pier provided have more than met our expectations and needs. We have also made significant cost savings on telephony support, line rental and call costs.”

Business Manager

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