

Lingfield College Case Study

Lingfield College (LC) is a Sussex based secondary school and sixth form college. The college provides an inclusive environment and offers a curriculum intended to meet the needs of young people as well as the expectations of universities, colleges and employers.



Summary of requirements

- LC's end of life NEC Aspire phone system had come to the end of its support contract. Reconfiguring the system was proving increasingly difficult and required the use of an outdated PC.
- The college needed to expand its telephone system by adding new IP extensions
- LC was focused on reducing costs and making an investment that offered a good return on investment.
- A mobility app was required to enable senior members of the facilities team to be more effective when off site.
- Conference bridging capabilities to enable on site conferences with external support organisations.
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Solutions and services provided

- Ericsson-LG UCP100 phone system with licences for 100 IP extensions.
- 10 ISDN lines were replaced with SIP Trunks
- West Pier installed 3 Receptionist consoles
- Avaya Web collaboration for enhanced conferencing
- Ericsson-LG UC Mobile app (2 free user licences)

Business Benefits

- The college could move from the legacy telephone cabling network onto the existing data cabling infrastructure with PoE LAN switches for the IP phones.
- Lingfield experienced significant annual cost savings on call costs and support services
- The system benefitted from a 5 year software support contract which provides investment protection for future major software releases DOT release bug fixes
- Improved web collaboration cut down travelling costs as meetings could be held over the conference bridge.
- Senior leadership team can be contacted on their mobiles or off site at any time using their single direct dial number
- All teachers now have their own direct dial number which will ring any phone they log into; alternatively, inbound calls will be routed to the voicemail which will then copy the voice mail into an email in their inbox
- Receptionists can forward voicemails left by parents on the absentee hotline directly to their tutor or head of year.

Testimonial

"We were really focused on expanding our telecoms network but we also wanted to utilise modern technologies to cut costs and make mobile working easier. West Pier could suggest great solutions that met all our

requirements and the voicemail to email has helped us improve communication with parents. We are extremely pleased with the estimated cost savings which have been achieved”

Business Manager

West Pier Telecom is an accredited Ericsson Business Partner.

If you would like impartial advice on your telecoms and networking infrastructure give West Pier a call on 0844 264 5522 or email Mathew van Til

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