

CASE STUDY

MEADOW VALE PRIMARY SCHOOL

An updated, on-site telephone system transformed this primary school's call handling ability and safeguarding of their students.

Meadow Vale Primary School is a large, three-form entry school in Bracknell, Berkshire. Meadow Vale had been using a **15-year-old telephone** system with limited call handling capabilities. Due to its age, there was also no guarantee of a fix if it failed and this would leave the school without its main form of communication. It was also non-compliant with the county council's safeguarding regulations.

Our education communications specialist visited the school to evaluate their needs and recommended an Alcatel-Lucent Enterprise OXO Connect **on-premise telephone system**. The OXO Connect provides the school with an updated, reliable telephone system that is fully supported by **swcomms** and the manufacturer.

We also provided each classroom with its own **PIN-protected handset** for the broadcast of emergency messages in the event of an emergency thereby meeting **safeguarding** regulations. The telephone system also provides Meadow Vale with the following features:

Automated attendant to answer every incoming call from parents, teachers and suppliers with a welcome message that directs them to the most appropriate person. Messages such as: "Press one to report a student absence, press two to speak to reception, etc."

Voicemail inbox for messages about student absence. Parents can leave these messages as soon as they know their child will be missing school. Receptionist can then retrieve these messages when the morning rush has ended and update registers accordingly.



Voicemail-to-email messages that send voicemails as sound attachments to the recipient's email inbox for easy retrieval. This also means receptionists do not have to take messages on the recipient's behalf.

Out-of-hours mode gives the school the option to switch on different options depending on the time of day or date in academic year. Messages may give school opening times and term dates.

Ad hoc call recording has been set up on selected phones to allow staff to record calls via a button on their handset when required.

The new telephone system was delivered on the school's existing **leased line** to replace their **outdated ISDN lines**, without having to change their telephone numbers. Calls are made across new voice services known as **SIP trunks**. These provide assured voice quality and increased call capacity.

Our project management team and engineers worked hard to install this solution during the summer holidays to minimise disruption.

The school now enjoys a modern telephone system that alleviates many reception staff tasks, allowing for smooth call transfers and message taking while meeting safeguarding regulations.

Meadow Vale also enjoys the **peace of mind** of knowing their dedicated account manager, our support desk and customer service team are on hand to help them with any queries.

Alcatel·Lucent
Enterprise

