



Brampton Manor Trust

Top marks for user efficiencies, improved control and reduced costs for new Brampton Manor Trust telephony system delivered by Dataphone

Communications are key in a learning environment

When Dataphone learned of the telephony difficulties faced by Brampton Manor Trust, they immediately provided solutions to resolve the situation and deliver improvements.

Brampton Manor Trust is a multi-academy trust located in East Ham, London. The Trust was set up in 2014 and comprises two schools; Brampton Manor Academy and Langdon Academy. The two schools provide high quality education to nearly 4,000 students, with over 500 staff and occupies large extensive grounds over the two sites.

The Challenge

Despite their excellent reputation within the local community, the schools were experiencing immense difficulties with internal and external communications.

The telephony system at Brampton was no longer fit for purpose and needed immediate replacement, whilst it was also recognised that the Cisco system at Langdon was failing, as the auto-attendant function was not working.

The Trust needed to be able to communicate effectively but found their lack of service contract meant they were unable to make the necessary programming changes.

Having worked with Langdon in the past, and having delivered an excellent service, Dataphone immediately offered their assistance.

The key issues to be addressed were identified as follows:

- The system needed to provide 430 individual extensions, with staff easily accessible at all times
- Control was required at both main receptions, with access to SMS, voicemail and statistical management information (MI)
- Smooth handling of a high volume of calls at peak times
- Reduction in usage and maintenance costs
- Quick response to problem solving

Achievements:



50% saving on call costs



Reduced operating costs



Reduction in parent complaints



430 IP extensions across 2 sites



2 weeks from order to installation



The Solution

Dataphone were able to provide on-site quotes for both academies, together with product data and 'on-line' product demonstrations. Following a competitive pitch, the order was placed within three days and Dataphone won the business; based on their reputation, speed of response, impressive on-site proposals, technical knowledge and ability to quickly understand the requirements due to having extensive experience within the Education sector.

Having won the business, Dataphone installed 430 new phones across both sites, within 2 weeks of the order being placed, over half-term to avoid disruption to the schools' activities.

The installation was project-managed by Dataphone's specialist team of engineers, all of whom have extensive experience within education. Dataphone's recommendation was an NEC Full IP solution, providing the following features:

- 430 IP extensions across 2 sites
- Auto-attendant with remote access - enabling the schools to change greetings and messages, such as school closures etc.
- Call Management software – enabling management to analyse busy times, missed calls and line utilisation
- Screen-based operator consoles for main receptions - allowing reception teams to confirm the presence of extension users; and see calls waiting

Summary of Benefits

Post-installation analysis showed the following benefits:

- Reduced operating costs overall, with a 50% saving on mobile call costs
- Reduced maintenance costs across both sites
- Rapid response to system changes and customer queries
- Improved MI/Statistics on calls and response times, through Call Management and screen-based consoles, to assist with staffing levels
- Enhanced comms between staff, students and parents, e.g. Voicemail to Email facility – enabling simplified absence reporting process

Both schools praised the speed and quality of the installation process, as well as the User Training provided within the half-term week, and the fact that Dataphone arranged for engineers to be available at both sites on the first day back after half-term to ensure a smooth transition.

Sally Denbow, Brampton Academy Trust HR and Office Manager, commented:

"I was dreading changing over systems, but everything went seamlessly. Dataphone clearly know the Education sector and were able to guide us and avoid the many pitfalls installing new phone systems can bring. Smooth installation, very efficient service. Very happy with Dataphone."

Kit Lam, Executive Director of Finance & Operations, Brampton & Langdon Academies, commented:

"We couldn't be happier with Dataphone. Their costs; speed of delivery and technical knowledge were second to none. The whole process went smoothly and they couldn't have done more to ensure a positive outcome, even down to providing some additional programming work that we identified at the last minute which has helped immensely."



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