



CASE STUDY

Lindon Bennett Specialist Nursery and Lindon Bennett School



Lindon Bennett School asked for for 24 handsets... and then called us back for 44 more!

Lindon Bennett is a specialist nursery and primary school based across two sites in Twickenham, Middlesex. The school caters for 3-11 year olds with severe or profound multiple learning difficulties. Some pupils also have an additional diagnosis of autism.

The school was about to go through a rebuild across both sites, and needed a new phone system to increase call capacity and improve communication between sites.

Dataphone installed a new NEC Hybrid on-premise solution including 24 handsets at Lindon Bennett Specialist Nursery in 2015. We then returned in March 2017 to complete the second phase of the installation at Lindon Bennett School, this time with a further 44 handsets.

We spoke to School Business Manager Mark Hutton about the school's experience with Dataphone:

“Our phone system was completely out of date - the school's telecoms hadn't been updated in over 20 years. We needed a phone system that enabled us to increase call capacity both in and out.

“The previous system only had two lines in and out, which made it difficult for stakeholders to get through when they needed to, and stressful for staff needing to make calls quickly. As we were going through the process of rebuilding both sites, it made sense to install an updated and more intuitive system which could grow and adapt with us.



“ An updated and more intuitive system ”

“As a special school, we sometimes need to be able to call an ambulance in the event of an emergency. The old phone system made this difficult as you had to run to reception to ask them to call an ambulance if the phone lines were tied up. This was incredibly stressful, and we desperately needed an updated system to address the problem.



“We looked at three suppliers in total, including the telecoms company who were already supplying our calls. It would have been easy to keep our existing supplier and simply extend the contract to include lines and maintenance. But we just felt that Dataphone had a better understanding of schools than other providers.

“Feedback from another local school who used Dataphone confirmed this. They said that Dataphone had really worked with them to overcome the unique challenges they faced as a school. As we were about to start our rebuild, that was exactly the kind of service we needed.



“We weren’t disappointed - Dataphone were so proactive throughout the whole process, checking in with us on a regular basis to see how the rebuild project was going. The engineer, Sean, was fantastic. He talked to us about what we wanted in simple terms, without technical jargon, so I could explain exactly what I wanted. Sean did a great job on both installations - by the time we were ready for the second phase, it was great to know we already had an engineer that we could trust.



“We’ve now got a far better system for both sites. Thanks to the increased call capacity, we’re saving time on communicating between sites. Now that we’ve got enough lines in and out, there is less stress for staff and parents. Staff now have total peace of mind that they can call out whenever they need to. And parents are happier now that it is easier for them to get through to the school. The difference has been great.”

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