



## CASE STUDY

### St Vincent's Catholic Primary School



**Dataphone helped St Vincent's Catholic school to replace their old phone system - improving efficiency for staff and parents while reducing cost.**

St Vincent's is a Catholic Primary catering for 330 pupils aged 5-11. Rated as Outstanding, it is a popular school situated in the heart of Mill Hill, in North West London.

Oversubscribed, with a larger intake than many primary schools, the staff at St Vincent's aim to embrace the opportunities and challenges that face people living and working in London.

#### Solutions

The school wanted a reliable and user-friendly telecoms system to replace their old BT Norstar which was no longer fit for purpose. The new system would need to support a wider scope of options for parents, give the senior leadership the ability to contact teachers in their classrooms and incorporate an auto-attendant that could be accessed remotely and easily changed whenever the need to update parents on the arrival times of school trips or snow days arose.

Dataphone installed an NEC system with 20 extensions in November 2016. The school had received quotes from two other companies, both recommending hosted telephony solutions, but the NEC on-premise system did everything St Vincent's wanted at a much more competitive price.



“ ...the ability to contact teachers in their classrooms ”

## Why Dataphone?

St Vincent's had received quotes from three companies, but positive feedback from other schools in the area, and the cost savings we could provide decided things in favour of Dataphone.

St Vincent's School Office Manager says: "The installation team was excellent - discreet, hardworking and patient when demonstrating the system. The new system is working well, and both staff and parents have benefitted.

"I would like to take this opportunity to say thank you to your wonderful team (Sean and Ryan) for the absolutely seamless installation of our new telephone system.

"They were humorous, courteous and flexible. They worked around us and were extremely tidy - not a wire, box or bag left for us to dispose of!

"Sean was so patient in training us and very encouraging in respect of prompting for recording messages."

Dataphone is proud to have St Vincent's School as a customer. We are delighted that they are pleased with their new system, and that our aim to help them improve communication for staff and parents while keeping costs down has been achieved.

**Learn more at [www.dataphone.co.uk](http://www.dataphone.co.uk)**



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