



## Fulston Manor School

Best in class for Dataphone: for delivering a cost neutral solution, improving the communications efficiency, whilst making life easier for the IT team with superb free technical support.

### Cost neutral solutions are vital for school budgets

With a legacy telephone system in need of urgent replacement Fulston Manor School approached a number of providers to deliver a solution that would support the school in their communications programme.

As a high performing grant maintained secondary school in Kent who were one of the first converter academies in the country, they needed high levels of support with a cost neutral impact on the budget.

Dataphone have been providing telephone solutions to the education sector for over a quarter of a century and count 40 schools across Kent as key customers.

### The Challenge

Fulston Manor School had been experiencing an increased level of difficulties with their existing Alcatel system. The system was no longer fit for purpose, had come to the end of its useful life and with no support contract in place, it had become increasingly difficult to administer changes.

The school had also recently been the victim of a hacking attempt, and hacking prevention and the security of the solution was a key requirement.

Dataphone had been in regular contact with Fulston over a number of years, and as a result of this were one of the suppliers invited to tender for the replacement system.

The key issues to address were as follows:

- Delivering a new system without incurring additional costs
- Call handling process to reduce average ring-time and incidence of abandoned calls
- Protection against phone hacking from 'Dial through Fraud'
- Resolve the issue of limited CAT 5 provision across the site
- Requirement for call recording, following police advice over security threats
- Overcoming unpredictability of future budget costs

### Key Deliverables:

- £ £1500 annual saving
- Complete technology refresh
- Inclusive support package
- Great functionality
- Call recording
- SIP using Kent CC EIS

## The Solution

From an initial meeting, Dataphone were the only supplier to send a dedicated telecoms engineer to carry out a full site survey before quoting. The survey highlighted additional issues, such as the POE Switch requirement and the need for gigabit phones to overcome the limited CAT 5 availability.

Following the survey, a detailed proposal was provided, and an on-site demo was arranged, alongside a follow-up meeting, that was supported by an NEC Account Manager.

This proactive approach together with the most cost-effective quote and previous experience within the education sector resulted in Dataphone winning the tender.

The installation was project-managed using Dataphone's Technical, Administration and Training teams, all of whom have extensive experience in the education sector. The work was carried out as requested during the Summer holiday recess, to avoid disrupting the busy day-to-day operation of the school.

## Summary of Benefits

Dataphone was able to meet tough budget constraints whilst providing: hardware and software, with installation; full on-site maintenance and support; 8 trunks of SIP Network Access; inclusive of local, national and mobile calls, saving over £1500 a year, by moving to SIP, delivered on the school's existing 100 Mb leased line. The new technology costs less than the existing Alcatel TDM system and delivers the following benefits:

- Dial through phone fraud protection, with market-leading fraud monitoring and protection App.
- Simplified user-friendly web-access management interface to streamline system administration by the school's IT department, for moves, changes, etc, as it is a full IP solution
- Voicemail to email, benefitting student absence reporting processes and improving communication between parents and staff

The school has been impressed that the new system, backed up by Dataphone's demonstrable understanding of the education sector, was successfully implemented, in a timely way and within budget, providing them with a clear forward path and predictable onward costs.

*We've been very impressed with Dataphone. They were the only ones who sent an engineer to scope out the requirements for the tender. This attention to detail has been a constant element, from project development and implementation, through to continued after-sales service. The biggest impact, for me, is the support I receive from Dataphone and NEC. They are responsive, and happy to share information and provide expertise and training, to enhance our understanding of the system for future usability. Throughout the process, they demonstrated an in-depth knowledge of schools' telephony requirements, and they were able to make the system more intuitive and accessible for us."*

Elliott Buckner, Fulston Manor School, Senior Support Engineer

## Dataphone Communications Ltd

Solutions House  
56 Peregrine Road  
Hainault Essex  
IG6 3SZ  
T: 08000 14 24 75  
W: [dataphone.co.uk](http://dataphone.co.uk)

