

## Case Study

sector : Educational Sector



Client : La Sainte Union Catholic School



La Sainte Union was founded in 1861 and is a voluntary aided comprehensive school for girls aged 11-19 and boys in the Sixth Form.

### Requirement

La Sainte Union Catholic School had an outdated phone system with very limited functionality and basic handsets. School staff were unable to transfer calls between departments, the handsets could only make or receive calls and there were very few voice mailboxes. This made communication across a large spread out campus very challenging and often time-consuming for the 150 teachers and staff.

In addition to the communication issues, the system was difficult to expand to accommodate the growing school, expensive to maintain and support and call charges were very high.

### The Solution

Arrow supplied La Sainte Union with Horizon, a cloud based telephony solution. Arrow recommended Horizon because the school wanted a hosted solution to give them scalability and to future proof their investment. Prior to the full deployment Arrow was also able to provide La Sainte with Horizon as an interim disaster recovery solution for their reception staff when the old system failed and the parts became obsolete. This was installed within 48 hours.

### A more professional image for parents

Included in the Horizon solution is an auto attendant for key contact points so parents can quickly and easily get through to the right department, even during busy times.

Staff now manage their own calls with access to their own extensions and voicemail. They can also twin a mobile phone with an extension enabling both phones to ring at the same time and negating the need to manually divert a phone when off-site or away from their desks.

As Horizon is a cloud based system, calls are made via the IP network over a dedicated data line replacing the school's existing analogue ISDN lines. Call costs have significantly reduced and their telephony is now futureproofed with the impending phasing out of ISDN services.

The online management portal means that staff can make their own changes and costly upgrades are no longer required to access new features.

Mukesh Kerai, ICT Systems Manager at La Sainte Union says, "Horizon has enabled us to bring our phone system into the 21st Century. Thanks to Arrow's flexibility, we installed the new system during school holidays to keep disruption to a minimum".

### Key Benefits:

- Monthly costs vastly reduced for calls
- Effective management of incoming calls
- Future-proofed communications
- A more professional image thanks to improved functionality

For more information on how Arrow can help you improve your telecommunications contact us, on 0330 440 4444 or [enquiries@arrowcommunications.co.uk](mailto:enquiries@arrowcommunications.co.uk).