

## Independent Girls School Enjoys Lower Costs and Increased Staff Productivity

The Abbey School

### Profile Summary

**Industry** Education

**Staff and Teachers** 80+

**Students** 1111



The Abbey School

**Business Overview** The Abbey School in Reading provides a high standard of education and encourages pupils to achieve their potential in a creative and supportive environment.

**Requirements** A single solution for all three sites, cordless phones, improved messaging, reduced administration and call costs.



The Abbey School in Reading

### Challenges

Both the 80-strong teaching staff and the large care-taking team had requirements which were not being met by the old telephone system. These included inefficient staff messaging, costly system administration and expensive inter-site telephone calls.

The school is spread across three sites - the Junior school and Nursery are situated close together and the Senior school occupies a site some half a mile away.

Whilst some of the schools buildings are relatively new, others date back over 100 years and others to the 60's and 70's.

Communications, especially between sites, had always been a challenge. The three sites used two separate telephone systems with separate lines. A call made between the Senior school and Junior or Nursery school in effect became an external call, with all the associated costs.

The cost and inflexibility of the old system was impacting effectiveness to an unacceptable level, and The Abbey School came to the decision they needed to re-think their telecommunications.

If you are experiencing these challenges contact Opus Education for a FREE communications review



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## Solution

The solution proposed by Opus connected all three sites using the existing cabling infrastructure.

A variety of handset types were included, with each individual or office gaining the set of facilities and features most appropriate for their environment.

Mobile workers such as the IT department and the caretaking team use DECT cordless phones, with the caretakers getting the robust, splash-proof and shock-resistant handsets, ideally suited to the demands of their working environment. Crucially, the DECT phones automatically log on to the local system as mobile workers move between sites.

Opus delivered a Voice over IP (VoIP) and Unified Messaging (UM) to present teachers' voicemail boxes on flat screen monitors in the main common room.

Now, each teacher can tell at a glance by the colour of their voicemail box, whether they have messages and return calls to handle, putting an end to the tiresome task of walking messages around the school.



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## Results

The new system was installed during the school summer holidays. Abbey School Bursar Peter Kerruish commented, "Implementation went very smoothly, our care-taking team worked closely with the Opus project manager to ensure their team had the access they required throughout the various buildings. Training took place when the teachers returned at the end of the summer break."

Talking about the impact of the Opus solution Peter went on to say, "We badly needed to update our telephony system for the 21st century, to take advantage of the latest functionality, without the costs and disruption of re-cabling across our three sites. Opus offered us the most cost-effective solution and it fulfilled every one of our requirements."

Peter added, "We are delighted with our investment in the new system. We're already saving time and money, and have learned quickly how to make the new telephony features work for us. It represents an excellent solution for a busy school such as ours."

Peter concluded, "Opus proposed an excellent solution, they advised us well, implemented the new system efficiently and continue to offer all the support we need going forward."

### Benefits at a glance

- Improved communications with direct dial numbers, caller display and group working
- Improved staff flexibility with cordless phones throughout the school
- Improved staff messaging and time savings from reduced hand delivery
- No external call charges for calling between sites
- No call-out charges for minor system changes
- Superior service and support

Call Opus Education on 0800 288 8133  
or alternatively email [education@opus-telecoms.co.uk](mailto:education@opus-telecoms.co.uk)