

Leading Girls' School Benefits from Advice, Service and Support from Opus

The Lady Eleanor Holles School

Profile Summary

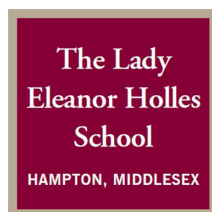
Industry Education

Staff and Teachers 93

Students 860

Business Overview The Lady Eleanor Holles School has a long and distinguished history of educating girls and is proud to describe itself as one of the best schools in the country.

Requirements Long term advice, service and support for their fixed line and mobile communications from a reliable telecoms provider.



Situation

The Lady Eleanor Holles School is one of the oldest girls' schools in the country, recently celebrating its 300th anniversary in 2012.

It has a long and distinguished history of educating girls and is proud to describe itself as one of the best schools in the country.

The 93 full-time and part-time academic staff teach approximately 860 girls aged seven to eighteen from a very wide catchment area, from as far north as Ealing, as far south as Cobham, as far east as Chelsea and as far west as Windlesham, from many different maintained and independent schools.

The site has separate buildings for junior and senior schools with approaching 140 telephones, which includes corded, cordless and IP based handsets.

Along with a growing IT infrastructure, the communications are the responsibility of the school's Head of Technical Support Services, Umesh Chapaneri.

He took the time to talk about his experience of the service and support received from Opus over the last 8 years.



The Lady Eleanor Holles School in Hampton

For help with your communications contact Opus Education for a FREE communications review



The Lady Eleanor Holles School in Hampton

Solution

Opus Telecoms took over the communications from BT, replacing basic telephone lines with a telephone system, which over the years has expanded as the school has grown.

Umesh talked about how his experience of telecoms providers prior to Opus had been less than positive, with many being very pushy when selling and responding poorly, if at all, when problems occurred.

Unprompted, Umesh described his experience of Opus Telecoms as quite the opposite saying, “My experience of Opus has been great. They have not been pushy at all and their engineers have been excellent.”

Umesh went on to describe how he enjoyed the fact that on the very rare occasions that Opus engineers had to visit, it was invariably the same engineer who knew the system and the school set up very well and was able to deal with any issues without Umesh having to spend time explaining the background.



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Results

Teachers and staff have easier access to telephones in an emergency and greater flexibility with cordless phones throughout the school.

Talking about when the system had been upgraded by Opus Umesh said, “The Opus engineers are always well prepared, having planned thoroughly what they will do when they get to the school prior to their visit, based on their experience of the system. He continued, “The Opus engineers are happy to take calls directly on their mobiles when I need help and advice. Upgrades have been seamless and you cannot put a price on that.”

Umesh explained that based on his experience with the service and support on the fixed line services, the school had now transferred their mobile phones over to Opus. He praised the mobile team at Opus describing the cross over from the previous mobile supplier to Opus as completely seamless and how the porting of existing numbers had been made very easy by Opus.

Talking about his overall experience of partnering with Opus for the school’s communications Umesh said, “Opus have been great and I wouldn’t look elsewhere. Their advice has always been good and when you want something, it always gets done. They don’t oversell and just do what they say on the tin.”

Benefits at a glance

- Improved communications with easier access to emergency telephones
- Improved staff flexibility with cordless phones throughout the school
- Personalised service and support from engineers with local knowledge
- A single supplier for both fixed line and mobile communications
- A technology partner for future communication requirements

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