

# MEADOWHEAD SCHOOL ACADEMY TRUST

With approximately 2000 people on site, including 1700 pupils, it is essential for Meadowhead School to have an effective phone system. The school's old system meant that phone bills were high, the system lacked flexibility and, ultimately, would be expensive to upgrade.

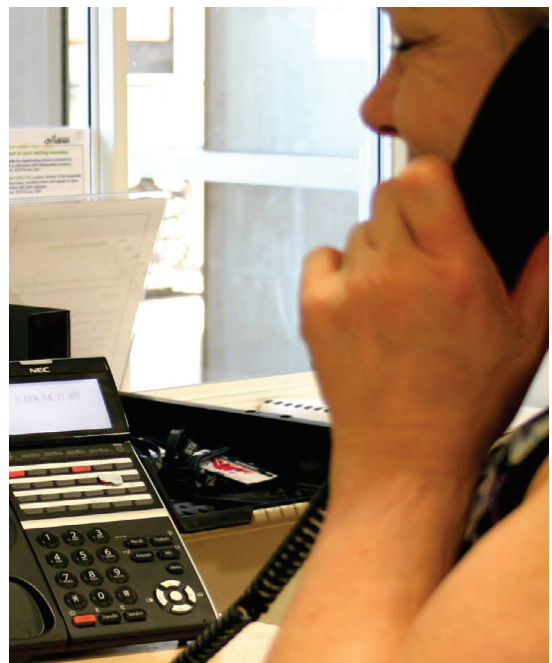
## THE CUSTOMER

Working with Unify meant that a cost-effective solution was found which provided greater control for the end user.

## OUT WITH THE OLD

Previously Meadowhead School had a system that didn't allow for the flexibility they needed to run the 1700 pupil school and to be able to liaise with parents and staff efficiently. The phone bills were high at almost £600 per month and an upgrade for the old system was an expensive option. Unify were able to supply and fit a new system, including the replacement of all handsets, over a two day period.

The project also included fitting the first NEC SV9100 in Europe.



## SNOW SOLUTION

During the heavy snow last winter the school remained open. On the day of the heaviest snowfall they were able to use MyCalls to see that they'd received 800 incoming calls. The new system allowed them to manage the increased volume of calls with ease by using a new recorded message to relay information and ultimately freeing the time of the reception staff.

## WI-FI FOR THE FUTURE

As part of Unify's ongoing support they are providing wireless handsets for the school to trial, which will allow the duty teacher greater freedom. The duty teacher currently uses walkie talkies to contact reception if there are any difficulties, which limits range and flexibility.

## SYSTEM FEATURES



Phone bill cut by around half to approximately £300 per month.



Excellent support, including remote access to server.



Easy to use system resulting in improved customer service.



Access to MyCalls which provides in-depth call analysis.



Caller ID.



Day and night mode.



Auto attendant.



Low abandoned calls.

"The ongoing service we've received from Unify has been excellent. Right from the start they made sure that the school would receive the solution they needed and fitted the new system in two days in the school holidays. The staff are approachable and quick to respond to any queries we've made."

**Gary Bragg, IT Manager**

"The new system is simple to use, easy to learn and makes transferring calls straightforward. Even at the busiest times everything is quick and easy to manage. In turn, this has meant that we've improved our service to the public."

**Sue Beres, Receptionist**