



Greater Peterborough University Technical College

Case Study



Greater Peterborough University Technical College (GP UTC) is a brand new education facility set to open in September 2016. Aiming to enhance Peterborough, the GP UTC specialises in courses for engineers, builders, designers and architects of the future.



The Situation

With a brand new £12m state-of-the-art building and facilities opening in less than a year, the Greater Peterborough UTC needed someone who could take care of the internet connectivity and telephony throughout the college. Greater Peterborough UTC was looking for a provider who could deliver a scalable broadband solution that would be suitable for the size of the college and the number of students that would eventually be using it. After initial talks, it became clear that Hello Telecom could provide this service.

“Greater Peterborough UTC was looking for a partner who could deliver a cost-effective, scalable solution, and provide great service. We were quickly convinced that Hello Telecom were a company that took their customers seriously and were able to deliver significant innovation at a reasonable price.”

Steve Warburton, Interim Principal Designate, Greater Peterborough UTC

The Solution

Hello Telecom installed a 1GB Leased Line into the GP UTC, serving both their internet connectivity requirements and their telephony. Through 100% pure fibre connectivity, Hello Telecom provided the college with superfast broadband, meaning students and staff would now benefit from gigabit speed uploads and downloads, with unlimited data.

A VoIP phone system was provided to the college through Hello’s hosted telephony platform, Contrex. The cloud-based solution provided the college with a future-proof phone system, enabling full control over all phone communications, as well as staff flexibility and competitive call costs. The phone system can be managed through an easy-to-use online portal and includes features such as on-hold queues, call recording and security which are already built in.

On the installation of services into the college, Steve Warburton commented, “Hello were responsive and very helpful. We are not telecoms experts and their ability to explain complicated features clearly and intelligibly was much appreciated.”

The Result

Hello Telecom’s aim was to provide the Greater Peterborough UTC with a cost-effective and reliable service that would benefit new and existing staff, as well as the influx of new students in September. The installation of the Leased Line has provided the college with superfast fibre broadband, allowing students to get the most out of college resources. The VoIP phone system has also provided the college with a cost-effective and easy to manage telephony solution for staff.

“The provision of a new, scalable service which is easily manageable has meant huge cost and efficiency gains for us. I would recommend Hello Telecom without hesitation. ”

Steve Warburton, Interim Principal Designate, Greater Peterborough UTC