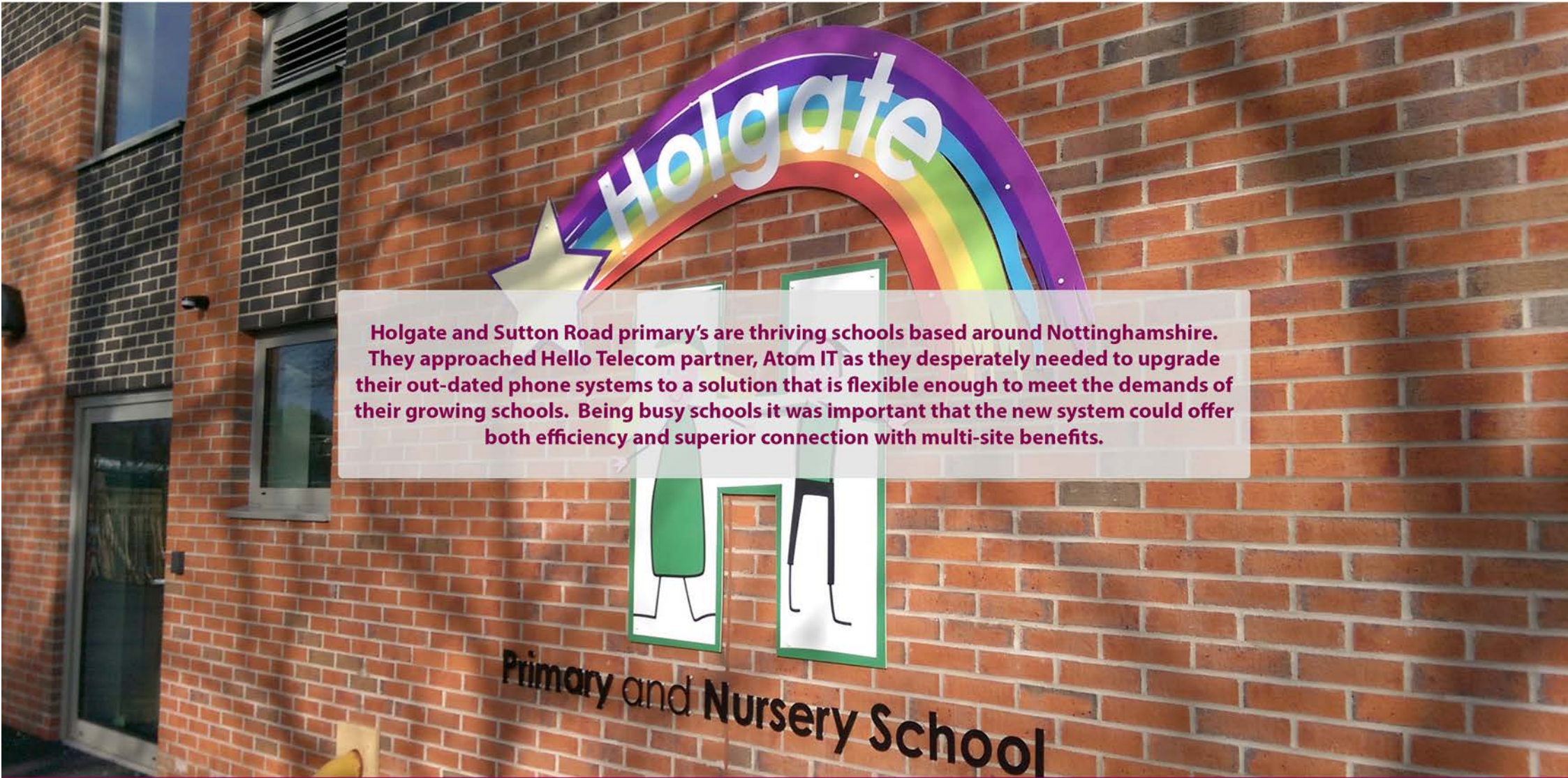




Holgate and Sutton Road Primary School Case Study

A photograph of the exterior of a brick school building. A large, colorful rainbow arches over a doorway, with the word "Holgate" written in white letters across it. Below the rainbow, there are two windows with green frames, each containing a simple cartoon drawing of a person. The text "Primary and Nursery School" is visible at the bottom of the image.

Holgate and Sutton Road primary's are thriving schools based around Nottinghamshire. They approached Hello Telecom partner, Atom IT as they desperately needed to upgrade their out-dated phone systems to a solution that is flexible enough to meet the demands of their growing schools. Being busy schools it was important that the new system could offer both efficiency and superior connection with multi-site benefits.



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The Situation

Holgate and Sutton Road primary schools found themselves with an out-dated phone system that no longer fulfilled their needs. They decided to upgrade to a hosted solution that had multi-site flexibility with substantial cost savings. The phone system was supplied by a company that had high call and line rental costs without any multi-site benefits. It was important to both schools that their next provider could react to requests quickly as their schools grow. This quick support was something they felt they lacked with their previous supplier.

The schools initially contacted Hello Telecom partner, Atom IT with their telephony requirements. Atom put them in touch with Hello as they knew that we could deliver an excellent service that surpassed all of their needs.

The Solution

Hello Telecom offered a quick and efficient service. A fully hosted service was installed at Sutton Road Primary school which quickly extended to Holgate primary. Our cloud-based solution meant that no costly servers are required on site which saved both schools substantial hardware costs. We could also offer free calls between the two primary's which not only increased efficiency for them but also saved them hugely on call costs. We were able to deliver our solution for Sutton Road school very quickly to ensure the system was running before the school reopened for the Autumn term.

“Conversely our order for the second school was in term time and Hello Telecom were able to respond very quickly to our order, with the biggest wait time being the transfer of the phone numbers by our existing supplier. At no point was anything too much trouble.”

Alan Hughes, Operation and Services Leader, Sutton Road Primary School

The Result

Hello Telecom put the school at ease throughout the installation process. We were on hand to support both schools throughout the transition. The new phone systems have given both primary schools full control over their telephony, they can now benefit from critical features that were previously unavailable to them.

“..above we have seen a number of cost savings from Hello Telecom in the form of: - Low Initial setup cost, no on-going line rental, reduced call costs, free calls between sites. The support from Hello Telecom is excellent, with nothing too much trouble and much easier to get hold of than our previous supplier.”

When asked if they would recommend us to another school Alan Hughes replied.

“Yes, without question and I already have, with a Trust near us already having placed an order with Hello Telecom after realising the benefits that can be gained from their systems.”