



Liverpool College Case Study

Liverpool College is a thriving and growing school in the centre of Liverpool. They approached Hello as they desperately needed to update their out-dated phone system to a new service that was feature rich and increased their call capacity. Being a busy school it was important that the new system offered safeguarding, smart and compliant features to help run the college efficiently.



Liverpool College Case Study

The Situation

Liverpool College found themselves with an out-dated and overpriced phone system that no longer fulfilled their needs. They were stuck with an in-flexible and failing service that only allowed two calls in or out of the college. This meant that the college was unable to meet basic requirements such as absence notifications from parents, conference calls between departments or even the ability to make emergency calls if both lines were busy.

The Solution

After a careful consultation with Liverpool College Hello identified that they needed to upgrade to a flexible phone system that gave them efficiency, scalability with safeguarding features.

Hello Telecom offered a fully hosted and maintained phone service. Hello Telecom's cloud-based service could run perfectly over their existing broadband which removed the cost of phone lines and saved the school from any substantial initial set up costs. Hello were able to save Liverpool money throughout the implementation as Hello configured the new phone service to run over Liverpool College's existing hardware so they didn't need to pay for new handsets. Hello, offered Liverpool College a solution that provided them with a breadth of facilities to help run their school efficiently. This included an auto-attendant facility which acts as an automated switchboard ensuring calls are routed to the right person or department and not missed. Liverpool College can use the auto-attendant to add an option for parents to report student absences.

Liverpool College also chose to implement Desktop across their school which integrates Hello's telephony service seamlessly with staff PC's. Staff can now work more efficiently as they can view, make, record and monitor calls all from their PC's.

"I'm seriously impressed with the desktop app, our receptionist will be over the moon with some of the features."

The Result

Hello were on hand to support Liverpool College throughout the transition. Being a busy school, it was important that the new system could be installed as seamlessly as possible over the transition period. The new phone systems have given Liverpool College full control over their telephony, they can now benefit from critical features that were previously unavailable to them. When asked, what the result was switching to Hello Telecom from their previous supplier? They commented;

"Thank you again for all your help and support getting us online. The way you handled the difficulties we faced was brilliant and took a lot of pressure off what was a large project for us. I'd appreciate it if you could pass my thanks on to the rest of the team that have been involved in our support. The support we have received has been second to none. I've dealt with many IT companies over the years and Hello Telecom are one of the best I've worked with. Mike and I commented a few times that we had total confidence in the implementation by Hello Telecom"

When asked if they would recommend us to another school Liverpool College replied.

"I would definitely recommend Hello Telecom to other schools due to the ease of transfer, everyone at Hello that we have spoken to has been courteous, professional and both knowledgeable and capable. I wish I'd heard about you sooner!"

Liverpool collage now has a phone system that gives them greater control and scalability as they are free to add more users of features anytime in the future.

Mr. M. Evans and Mr. S. Mclaughlin