



Case Study



Pangbourne College Overview

Pangbourne College is an independent co-educational school set in 230 acres in rural West Berkshire. The school is renowned for its excellent pastoral care, and is known for encouraging students to be successful academically, while also helping them develop into well-rounded adults. The school's ethos is set out in their seven Flag Values: Kindness, Selflessness, Moral Courage, Initiative, Industry, Resilience and Integrity.

The Situation

Pangbourne College had an Avaya telephone system installed over 10 years ago and iCS Communications was recommended to them to help review their telecoms requirements. This system no longer had the capacity to cope with the school's demands, and its age made it increasingly difficult to find replacement parts. The college had invested in a significant amount of hardware and wanted to reuse this, but it was also clear that the core system needed to be updated. The upgrade also needed to be done with as little disruption as possible to the college and its students.

Martin Palfrey, Head of Computing and IT, said that iCS Communications stood out as a telecoms provider because they were dedicated to creating a telecoms solution tailored to the school: 'there was no hard-sell, and no sense that they were trying to push features on to us that we didn't want or need – they were only interested in finding the solution that worked for the school.'

The Solution

iCS Communications decided that it was unnecessary to 'rip and replace' the whole system, and instead upgraded the system core to a new Avaya IP500. With new technology, there would be no more difficulty in finding replacement parts, and by sticking to the same core system, iCS Communications also ensured that the school could continue to use the Avaya digital and IP handsets already installed on site. On areas of the site where iCS Communications were installing equipment for the first time, the most up-to-date version of the same system was used.

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They inspired me with confidence throughout. They did their best to understand the school and developed a measured and thoughtful solution that addressed all of our needs.

**Martin Palfrey,
Head of Computing and ICT
at Pangbourne College**



About iCS Communications

iCS Communications is an independent supplier of telecoms, data and energy to the education market. With more than two decades' experience, we provide you with value for money by offering the essential services you need to operate efficiently.



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As well as protecting the investment the school had already made in technology, it saved time for staff who did not need to get to grips with an entirely new system.

iCS Communications undertook a full analysis of the PTSN and ISDN lines around the site to work out exactly where else improvements could be made. They concluded that by migrating ISDN30 over to SIP (with ISDN 2 Backup) the school would have cloud disaster recovery options that were not available with their current ISDN solution. Also, because the new telephone system ran over broadband, the school would make considerable savings on their telephone call costs. As part of this review of the school's telecommunications, iCS Communications also drew attention to the school's autodiallers, which were in need of updating.

In order to minimise disruption to the college, iCS Communications planned a phased installation allowing the installation of the new system onto the existing (proven) working ISDN and a new SIP bearer. This meant that with flexible CLI presentation on SIP, outbound traffic could be directed over SIP whilst presenting the ISDN number for inbound traffic, giving the college confidence in the technology before agreeing a full port to SIP.

This project was not simply about installing new technology. It was about understanding Pangbourne College, working out exactly what the school needed, and putting together a bespoke solution.

The Result

iCS Communications delivered an upgraded telephony system that could be relied upon to work well. Cloud disaster recovery options ensured that even if there was a failure in the system, the effect would be localised and disruption to the system as a whole minimised.

Maintenance and running costs for the system were halved, and it was also easier for staff to maintain because parts compatible with this updated system were much easier to find.

iCS Communications continued to provide support after the installation of the system. Martin Palfrey noted that iCS Communications were extremely responsive with technical support during any minor teething problems just after the new telephony was installed, including one engineer giving advice while at home outside office hours.

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The installation was a great success and it was a pleasure to work with Martin and his team who trusted our experience to deliver a great solution.

Ben Philpott,
Managing Director at iCS
Communications

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