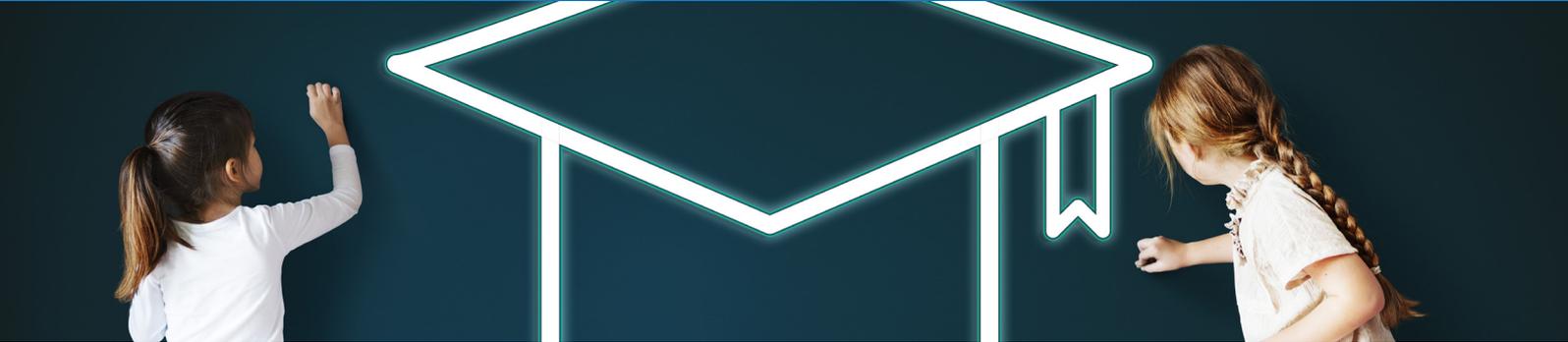




## Case Study



### Geoffrey Field Junior School Overview

First opened in 1952, Geoffrey Field Junior School is a popular school, set in attractive grounds in South Reading. The school caters for children aged between seven and eleven and has close links with the other schools in the local area.

The school believes strongly that its job is to ensure that all pupils and adults, are constantly learning. The school motto is 'learning together' with choice and opportunity.

### The Situation

The Local Education Authority (LEA) set up a phone system contract with Virgin some years ago to include all the primary schools on the Centrex system so they could dial extension to extension to the LEA making phone calls **FREE**. The LEA has recently upgraded to SIP (Session Initiation Protocol) and replaced the Centrex system; hence this was a good time for Geoffrey Field Junior School to consider a new phone system.

iCS Communications support the phone systems for a number of primary and secondary schools in the Reading area, so were aware of the changes being made by the Council and iCS Communications were delighted to respond to the requirements of Geoffrey Field Junior School.



iCS Communications took care of the end-to-end process. They were professional and prompt at all stages of the process.

**Hugh Platt, School Business Manager at Geoffrey Field Junior School**



### About iCS Communications

iCS is an independent supplier of business 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.



## Case Study

### The Solution

iCS Communications reviewed the situation at Geoffrey Field Junior School and recommended a hybrid Panasonic NS700 phone system. iCS Communications arranged for the phone system to be relocated into the IT server room and installed new cabling to various areas of the school to support the new 8 x DT543 and 8 x DT521 handsets. A greeting system was installed to deal with the many calls the school receives. This had an added benefit as it enables parents to report an absence when the school is closed.

The old Virgin Centrex lines were upgraded to SIP and all the current numbers were converted to direct dial numbers using the SIP service. The school was able to benefit from the **FREE** calls to UK local, national and mobile destinations.

This project was not simply about installing new technology. It was about understanding Geoffrey Field Junior School and determining what would work best for the school, combined with delivering a bespoke solution.

### The Result

iCS Communications delivered an upgraded phone system which is reliable, provides extra functionality and gives the school a future proofed technology solution. Hugh Platt, School Business Manager at Geoffrey Field Junior School said, "The new phone system has enhanced connectivity throughout the school by 25%.

This has enabled the people who need to communicate to do so, increasing the effectiveness of staff and the school overall. We have seen an additional benefit through cost savings."

Hugh continued, "iCS Communications took care of the end-to-end process. They were professional and prompt at all stages of the process from project planning, delivery to after-care. Each person we dealt with was helpful and professional."



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