

Ifield Community College Case Study

Ifield Community College (ICC) is a Sussex based secondary school and sixth form college. The college provides an inclusive environment and offers a curriculum intended to meet the needs of young people as well as the expectations of universities, colleges and employers.



Summary of requirements

- ICC's end of life Nortel BCM 450 phone system had come to the end of its support contract. Reconfiguring the system was proving increasingly difficult and required the use of an outdated PC.
- The college needed to expand its telephone system by adding 56 new IP extensions in addition to the existing digital extensions
- ICC was focused on reducing costs and making an investment that offered a good return on investment.
- A mobility app was required to enable senior members to work more effectively when off site.
- Conference bridging capabilities to enable on site conferences with external support organisations.

Solutions and services provided

- IP Office 500 phone system with Preferred Edition licences for 62 digital and 56 IP extensions.
- 8 ISDN lines were replaced with SIP Trunks.
- West Pier installed an Avaya PC receptionist console.
- Avaya web collaboration for enhanced conferencing.
- One-X Mobile app (5 power user licences).

Business Benefits

- The college was able to utilise the existing cabling infrastructure with PoE injectors for IP phones, which was more cost effective than upgrading the LAN switches to PoE.
- Ifield experienced annual cost savings of 39% on call costs and support services.
- The IPOSS contract provided investment protection for future major software releases, minor service packs and bug fixes
- Improved web collaboration cut down travelling costs as meetings could be held over the conference bridge.
- ICC's senior leadership team can be contacted on their mobiles off site at any time using a single direct dial number

Testimonial

"We were really focused on expanding our telecoms network but we also wanted to utilise modern technologies to cut costs and make mobile working easier. West Pier were able to suggest great solutions that met all of our requirements and the PC receptionist console has helped us improve communication with parents. We are extremely pleased with the estimated cost savings which have been achieved"

Business Manager

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