

NTE Hosted Voice

Improving communication in the education sector



The Customer

Grangetown Primary School is a community school based in Sunderland City Centre providing education to over 250 children between the ages of 3 and 11. The school's building offers a range of world-class facilities with technology being vital in the delivery of their vibrant curriculum. Grangetown prioritises providing a stimulating and enriched environment to ensure children enjoy their learning experience and parents/guardians are involved.



The Challenge

Grangetown Primary School's previous telephone system was 16 years old, inflexible and struggled to keep up with the fast-paced demands of the school year. Teachers weren't able to make changes to the phone system as they needed the ability to update out-of-hours messages regularly. In addition to this, calls weren't being directed to the correct department or voicemail box which resulted in delayed responses to parents and guardians.

Grangetown Primary School recognised their current telephone system was nearing the end of its useful life and knew they needed to upgrade the system but were constrained by a limited budget and time available.

Overview of challenges:

- Inefficient call handling
- Low response rates to parents/guardians
- Limited flexibility
- Outdated phones

The Solution

Following a recommendation, Grangetown Primary School approached NTE for advice on upgrading the telephone system. The team worked closely with the school to understand their requirements and recommended a replacement Mitel IP phone system and upgraded connectivity to meet their technological and budget needs.

To avoid disrupting pupil's education, the installation of the new phone system was carried out during the summer holidays by NTE's Mitel accredited field engineers. Before the new school year began, NTE's engineers delivered full staff training and configured the system to individual staff needs.

Staff were shown how to use key features - such as voicemail, auto-attendant, call transfer, ad-hoc call recording and accessing phonebooks. In addition to this, simple user guides were provided for staff to refer to as they familiarised themselves with the new phones.



NTE Hosted Voice

Hosted Voice is a scalable and flexible way to manage your communications more effectively. It provides the same reliable functionality as a traditional PBX with advanced features to improve communication internally and externally. The solution brings together phone calls, chat messaging, employee presence, video and desktop sharing into a single platform – resulting in lower hardware, installation and maintenance costs.

Key features of NTE Hosted Voice:

- Call Routing
- Hot Desking
- Auto-Attendant
- Teleworker
- Flexible Music On Hold
- Dynamic Extension

[Find out more](#)



The Results

NTE worked with Grangetown Primary to deliver an industry-leading communications platform on budget with minimal disruption.

The new Mitel system provides a range of flexible and useful features. The auto-attendant directs callers to the correct department instantly allowing staff to deal with incoming and missed calls efficiently, ensuring all enquiries are responded to promptly.

Benefits delivered:

- Improved communication between school staff and parents/guardians
- Improved response times to telephone enquiries
- 24/7 technical support whenever it's needed
- A future-proofed IP telephony solution
- Unlimited high-speed fibre broadband connection
- No unexpected call charges

To meet budget requirements, simple and lower cost wall-mounted phones were installed in classrooms, while key office staff received fully featured desk phones that could be configured to their more complex needs.

The school has benefitted from cost savings with lower call charges, bundled line rental and unlimited fibre broadband. IP phones were purchased on a lease agreement with a low monthly payment to spread the cost.



“ *The new hosted telephone system has improved efficiency ten-fold. Handsets are configured so external phone calls and voicemails are easier to manage. The on-site training ensured we were up and ready for the new school year with the confidence that we can contact NTE whenever we need to.*

Not only do we benefit from modern telephones, we've also managed to save money on our monthly charges.”

Les McAnaney
Headteacher