



The Prince's Foundation

FOR THE BUILT ENVIRONMENT

The People

The Prince's Foundation is an educational charity which exists to improve the quality of people's lives by teaching and practicing timeless and ecological ways of planning, designing and building. The Charity strives for improvements in public health, in livelier and safer streets and in a more affordable lifestyle for families and individuals.

The Problem

The Princes Foundation was currently using an obsolete Index system which, was struggling to meet the capacity levels that the charity was beginning to reach as the system had limited extensions capability. The foundation had initially considered upgrading the original system, however this was not practical as the system has been discontinued and parts have become increasingly scarce.



The M12 Solution

The Foundation decided upon M12's Splicecom call server solution as they needed a solution that offered flexibility, call management functionality and advanced telephony features whilst remaining cost effective. IT manager Ciaran Sturdy was particularly impressed with the PCS50 product, a PC based soft phone that integrates your desk phone to your desktop computer. This enables a multitude of applications such as full directory display, "Screen Popping and on screen options. This process involved a full de-installation of the Index and a complete install of the new VoIP enabled Splicecom system. Due to the nature of the organisations work M12 had to ensure the project was carried out with the minimal of disruption to the operation

The Result

The Foundation's IT manager, Ciaran Sturdy, commented; "I was very impressed with how smoothly the change took place. We didn't have a single problem". Ciaran said; "It has made managing our daily activities far more productive. The PCS50 application itself is excellent; it stops our need to carry phone lists around the building. Now all our data and contacts are on screen".

Facts

- M12 solutions provided Splicecoms 4100 server.
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Extra Info