

Case Study.

GODOLPHIN AND LATYMER SCHOOL

Godolphin and Latymer is an independent school for 750 girls based in Hammersmith, London.

The school aims to provide girls with an outstanding education in a stimulating and enjoyable environment to achieve excellent examination results and set them on the pathway to higher education at leading institutions and beyond.

The Problem

'Our existing maintenance company were not able to resolve some long term problems we were trying to eliminate. It was obvious that the engineers were not totally familiar with our Splice.com system and were just playing telephones!' Gary Martin, Godolphin Premises Manager.

The M12 Solution

M12 took over the support of the Splice.com system in November 2010, assisted in ironing out issues which the previous supplier did not have sufficient experience to deal with. Since 2010 they have helped the school develop, expand and embrace new technologies as well as introducing call recording and reporting so they can better manage their resources.

The Result

M12 have ensured that the school has a much more efficient phone system infrastructure which is configured correctly to correlate with the operational methods of the



school. The addition of recording and reporting has given school the ability to provide key information on response times and quality control to the board and parents considering the school for their children.

No matter how great the support need, M12 Solutions are there to support and maintain Godolphin and Latymer's Splice.com system with:

- ✓ An award-winning service
- ✓ Remote diagnostics and support
- ✓ Software upgrades
- ✓ Bespoke support & advice
- ✓ Minor configuration
- ✓ Out of warranty repairs and replacements for hardware issues
- ✓ Expert consultancy services
- ✓ On-site visit and hardware replacement where the issues experienced cannot be resolved remotely

Godolphin & Latymer

'M12 resolved outstanding problems we were experiencing and have taken support to a new level. I love knowing who I am going to talk to and the fact that they say hello Gary when picking up my call.

Matt and Carlo installed my system nearly 10 years ago now and its great having them at hand.' Gary Martin, Godolphin Premises Manager.

'At M12 we pride ourselves on providing a level of service that exceeds that of our competitors and gives an excellent level of customer satisfaction.' Melanie Rigg-Milner, M12 Solutions Customer Services Manager.

Godolphin & Latymer

