

# Case Study

## CARTER COMMUNITY SCHOOL



**Carter Community School**

The best in everyone™

Part of United Learning

Carter Community School is a mixed secondary school with academy status based in Hamworthy, Dorset.

The school is sponsored by United Learning - a group of schools which aims to provide excellent education for children and young people across the country.

### The Challenge

Carter Community School previously had a 50 user Alcatel phone system, which no longer met

their communication requirements. This was due to the challenges of operating an old system and parts being discontinued.

Our City Development Manager, Jag, had been in contact with the school since March 2016, advising them of ongoing changes to the technology available to them.

As the school needed to expand to 80 users, they decided to review their telecoms infrastructure in order to implement a more efficient, cost effective, reliable and up to date phone system. This was to help drive down operating costs and improve communication.

### The M12 Solution

M12 Solutions proposed a Spliceom SV1000 IP phone



system. Spliceom are one of the leading telephone system manufacturers in the education sector. M12 have Gold partner status with Spliceom and have been a trusted reseller for 15

years. The Spliceom system is able to take advantage of the latest innovations to deliver solutions that improve the way businesses and schools can handle their day-to-day calls. This new system provides all the applications that Carter Community School required to improve the way they communicate with pupils and parents. It is a future-proofed IP phone system, which is feature-rich

and helps keep costs to a minimum.

Our engineers quickly and efficiently installed the 80 new phones. Suitable handsets were deployed in each area of the school depending on their requirements.



## The Result

M12 configured the Spliceom system to support SIP (VoIP) phone lines. Carter Community School now uses SIP Trunks over their current private leased line connection to save money and future-proof their telephony. The rental costs for SIP trunks are typically 50% less than ISDN so the school are taking advantage of significant monthly savings by switching to SIP.

They also receive FREE call reporting and recording software which is provided free of charge to the education sector as a special offer from Spliceom. M12 included the Vision reporting software so that the school can run reports on all inbound and outbound calls. Now they can see how efficiently they are answering calls, how many calls into the absence department are made and who is making the most expensive calls. The reports can be scheduled and emailed to key members of staff.

Carter Community School now have a comprehensive phone

system that is simple to use, yet highly flexible and resilient.

They are making significant savings by switching to SIP Trunks and they have UK based support with M12's engineers who are trained to Advance Level to provide the school with prompt attention if an issue were to arise.

## Their Testimonial

Jamie Stevens, Carter Community School Network Manager says, "M12 Solutions have been incredibly professional all the way through the project and have provided fantastic ongoing support. We look forward to continuing to work with M12 Solutions in the future and building a strong business relationship."

Jag from M12 continues, "It has been a pleasure dealing with Carter Community School over the years. This is a great example of how reviewing and updating telecoms infrastructure can result in a big difference in functionality. This simplifies day to day tasks, as well as offering significant savings. We look forward to a long-standing

relationship with Carter Community School."

