

Case Study

BISHOP RAMSEY CE SCHOOL



Bishop Ramsey CE School are an 11 to 18 mixed comprehensive school situated in Ruislip. The school is a thriving and vibrant community of 1250 students and 175 staff, with over 300 of its students in the Sixth Form.

In 2015, it received a 'World Class School' award - one of only 26 schools in the country to achieve this at the time.

The Challenge

For Bishop Ramsey School, their phone system is critical to how they communicate with pupils, parents and staff. They previously had a NEC telephone system which failed to provide the flexibility and the features the school required.

To keep up with the fast moving nature of the organisation, Bishop Ramsey School wanted to move to an IP phone system that supports the latest applications such as Mobility, Unified Communications, call recording and integration with their database.

The school also required a resilient solution that would enable staff to greet, record and report on the amount of calls coming in, calls going out, the duration and

a number of other key metrics.

M12 were tasked with finding new ways to help Bishop Ramsey School reduce cost, improve operations and benefit from advanced features from their telecoms infrastructure.

provides free GDPR-compliant call recording and reporting tool for schools.

As a trusted reseller of Splicecom for over 16 years, a Gold partner and a certified Splicecom Education Solutions Expert, M12 were best placed to serve Bishop Ramsey School.



The M12 Solution

M12 Solutions reviewed the school's requirements and proposed a Splicecom SV1000 IP phone system. This is a feature-rich and resilient phone system ideal for the school's communications requirements.

Splicecom SV1000 integrates with any Management Information System and



"With increasingly tight budgets, growing regulations and important focus on student and staff welfare, a school's core communications network often becomes an afterthought. A solid phone system can not only simplify how you communicate internally and externally, but has the power to transform how you run your entire school," says Jag Digwa, City Development Manager at M12 Solutions.

The Result

M12 configured 74 IP phones within the school to support SIP (VoIP) phone lines with connection to ISDN2e as a resilient backup to SIP.

Reduce Costs

Bishop Ramsey School can now use SIP Trunks over their Internet connection, which is provided by M12's connectivity brand Giganet. It provides around 50% savings compared to the previous ISDN lines. M12 also bundled in FREE calls to UK local, national and mobile numbers, to pass on significant cost savings for lines and calls.

Improve Operations

The school can also take advantage of free call reporting and recording software. This integrates with the Splicecom database to easily identify and keep a record of contacts.

Simplify Telephony

With auto-attendant, greetings and voicemail with up to 1,500 hours storage, Bishop Ramsey School can now ensure all calls and messages get through to the right people, at the right time.

Always Reachable

M12 supported 17 iPCS Mobility applications for staff members. This enables key members of staff to access the phone system's features via their smartphone or tablet, over wireless or 4G networks. The Mobility app ensures remote staff are always reachable.

Advanced Support

The school now benefits from UK-based, round-the-clock support from M12's expert Splicecom certified in-house engineers. It means any issues are resolved

quickly to avoid disruption or downtime.

Their Testimonial

Paul Burchell, ICT Manager at Bishop Ramsey CE School says, "We needed a platform and partner that could really help us future-proof our organisation and support us as we look to enter the next phase of growth for the school.

M12 clearly understands our industry. They advised on the best solution and helped us get going. The phone transition went very smoothly and we've already used the recording facility to great effect.

We're really pleased with the entire process and definitely made the right choice with M12."

Jag from M12 concludes, "We're extremely pleased to support Bishop Ramsey School

as they grow their outstanding establishment. We've seen first hand the value of a reliable phone system for schools, colleges and academies in preparing for the future. We look forward to building our relationship with the school for many years to come."

