

Telephony & IT services

- ✓ Avaya IP500 Telephone System
- ✓ Telephone system support
- ✓ du Pré Calls and Lines

Seeking a replacement for their BT Meridian telephone system and having evaluated many options, Mary Hare School in Berkshire selects du Pré plc for the supply and support of an Avaya IP500 and additional services.

Bursar

Mr Guy Cowley

Principal

Mr Tony Shaw

About

Mary Hare School in Newbury, Berkshire, is a special school providing for profoundly deaf children and young people from all over the UK. With more than 200 pupils at the school, it is non-maintained and operates as a charity.



Last year, Mary Hare School was in a position many schools find themselves in. With a legacy cabling infrastructure in place throughout the whole campus, combined with a mixture of analogue and digital handsets, Guy Cowley, Bursar, was faced with updating the telephone system to meet today's communication needs within the school.

"We needed a solution that was both backward-compatible and future-proof. This was to make the most of our existing cabling in the school while also ensuring that any new system would last us well into the age of IP telephony," explained Guy.

The Avaya IP500 was perfect for Mary Hare School, partly because of the variety of handsets it supports (analogue, digital and IP) and partly because of the voice messaging system through 'virtual' extensions.

"Having virtual extensions in a school are perfect because they allow callers to leave messages for teachers without disturbing the class. Furthermore, the teacher can collect their messages from any extension in the school," said Guy.

Another feature of the system used at Mary Hare School is the seamless integration with Microsoft Outlook, allowing users to see exactly who's calling through a pop-up window, and being able to dial a person's number straight from Outlook.

"The integration with Outlook saves a lot of time and it's helpful for screening calls. As a Bursar, I receive many cold calls every day but now I can easily see who's calling," explained Guy.

Despite only having been installed in March this year, all the users are very happy using the IP500, particularly the staff on switchboard. "They can instantly see who's on the phone and who has outstanding voicemails. Furthermore, we now have the ability to easily alter the phone menu system without the need to call an engineer," Guy continued.

Calls and Lines with du Pré

Once the Avaya IP500 telephone system had been successfully installed, Guy decided to switch from using BT for calls and lines, allowing du Pré to provide these instead.

Firstly this allowed some instant savings to be made without compromising on call quality, and secondly it provided a single point of contact for support. This makes things much easier when needing to report any fault as du Pré manages the entire fault, irrespective of being with the lines network or the telephone system itself.

"As a school, it's a very good set-up for our communications, and it allows me to continue with the highly varied nature of being a school bursar without worrying about our telephony services."



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