

BT WHOLESALE HOSTED CENTREX VERTICAL USE CASE

EDUCATION SECTOR: SCHOOLS

Challenges

- Reduced funding, coupled with old phone systems (PBX) is hard and expensive to maintain. They often use legacy ISDN lines with high call rental and call charges.
- Connecting parents to teachers – many schools use old answering machines and notify teachers to call a parent back via post-it notes.
- No method to contact teachers in case of emergency.
- With increased use of internet in teaching, it makes sense to use the same broadband for the school's communications service.

Solution

- BT Wholesale's Wholesale Hosted Centrex (WHC) provides a flexible and cost-effective communications solution.
- The school can save money by installing low-cost telephones in each classroom and by removing legacy lines.
- The UC Office App on a teacher's tablet or mobile device means they can be contacted at any time. By using Call Director, teachers can call parents back with the school's number presented, not their own – important for teacher confidentiality.
- UC Office desktop sharing enables teachers to experiment with remote online learning techniques before implementing a formal remote learning solution.
- Auto Attendant keeps parents updated on latest news and is easy for staff to record announcements, e.g. cancellations.
- A move from ISDN to broadband means no limit on concurrent calls into the school, so they never miss a call.

Benefits

Parent-School Interaction

- Parents can get the latest news from the Auto Attendant and never hear the busy tone so they always get through to someone.
- Parents can contact the appropriate department or teacher more easily.
- Parents receive notifications of events, e.g. school closed due to bad weather.

Cost Savings

- With minimal upfront capital expenditure for the school they can meet stricter government budget targets and free up capital for spending on learning resources.
- Removal of ISDN, maintenance and PBX capital depreciation costs.
- Easy to scale up or down to support temporary staffing needs.

Enhance Student Experience

- More diverse learning experiences, e.g. online, video.
- Student-teacher interactions are more interactive with 1-to-1 and 1-to-many learning options.

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