



Connaught

CONVERGED SOLUTIONS

Case Study

CHASING COST SAVINGS AND REMOTE WORKING

The Disconnect

Meet Chase Grammar. A prestigious independent school that prides itself on academic success and personal development.

With a traditional and unmaintained phone system in place, parents were struggling to get through to the right department and staff struggled to route calls to the right place.

Then Covid hit and their problems got worse. The old phone system couldn't support homeworking so staff had no choice but to use personal mobiles to keep in touch with pupils and parents.

The Answer

When the school got in touch during lockdown, we knew we could help. We carried out a site audit and identified that our Xelion cloud-based phone system would solve all their problems thanks to easy remote working and call transfer functionality.

As a large school, staff were often working apart and the team needed a more efficient way to communicate. So the Xelion chat and internal call functions would allow staff to stay in touch securely, via mobiles on and off site.

We recommended 30 handsets and a softphone app to make remote working easy and future-proof their entire telephone solution. With free calls and fixed pricing, all this functionality came with a significant cost-saving.

The Results; loud and clear

The school are incredibly happy with their modern new full-of-functionality Xelion system which helped them get through the pandemic and further lockdowns.

Staff can now work from home easily and make contact with parents and students without using personal numbers. Incoming calls from parents could be dealt with professionally with the new call recording functionality enhancing the school's safeguarding policy. Teams can now talk easily, improving communications even when on the move. And the considerable cost-saving simply makes them wish they'd upgraded sooner.



We are very satisfied with Connaught. Impartial advice, outstanding technical expertise, considerable savings and a system that will last for many years to come.

Richard Baum, Network Manager, Chase Grammar



Call us today for a quick consult to remedy your telephony troubles on 0800 652 7681

Connaught Converged Solutions
Protecting and connecting customers for 30 years
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