

Oxford Spires Academy



Clear lines of communication are crucial in a busy educational setting so when outdated systems started causing authentication issues, Oxford Spires quickly sought to update its telecoms technology.

Location: Oxford | **Number of users: 80**

The project:

Oxford Spires Academy provides a brilliant environment for educational growth and prides itself on the strong relationships it has developed with both students, staff and across the vibrant local community. In order to continue providing outstanding channels of communication, Oxford Spires needed its phone system to be top class.

The school had been using a Microsoft Lync 2013 unified communications solution with VoIP handsets as its phone system. However a move to a new subdomain caused authentication issues across the existing set up so a new telecoms solution was the only answer.

The solution:

The communication specialists at Focus Group recommended a Microsoft Teams Phone System which connected the MS Teams app with SIP trunks in order to connect to the school's virtual Azure environment.

Our Enterprise Microsoft Teams Direct Routing service was used to port the school's existing telephone numbers, over six SIP channels, ensuring continuity of service and alleviating the need to communicate new contact details to parents, students and the wider community.

The result:

The comprehensive suite of call management functions within the Teams Phone System – including an automated attendant - now enables Oxford Spires to handle call volumes with ease. Calls to other DDI numbers can also be routed quickly and efficiently to the appropriate staff members and departments.

The school made the call to upgrade its handset estate at the same time, opting for Yealink T55A handsets with colour touchscreens – providing them with the flexibility to use hardware or the dial pad within the MS Teams phone system app on their PC, laptop, tablet or mobile to make or receive calls on whichever device they are using at any point, from anywhere.

