



CLARION CASE STUDY

Pewsey Vale School

Changing course helps Pewsey Vale school get the most from its 3cx phone system



**HOSTED
COMMS**



MOBILE



**CLOUD
SOLUTIONS**



**DATA
CONNECTIVITY**

PEWSEY VALE SCHOOL



Pewsey Vale is a small Wiltshire secondary school with a big vision for its pupils. Pewsey Vale provides a supportive and challenging learning environment where all students are empowered to succeed. The School is passionate about ensuring that all students have access to the best opportunities which will help them achieve and prepare them for their future.

The school community works together to ensure that all students reach their full potential in their academic and personal development. Extra-curricular collaboration initiatives and volunteering schemes give everyone the scope for personal attainment over and above the school's own learning programme.



Founded in 1999, Clarion provides comprehensive IT, Voice & Data services to clients across a broad range of Industries, throughout the UK. Clarion offers complete technology solutions for Private and Public Sector organisations.

We specialise in the installation, maintenance and support of voice and data networks and systems. We also advise on and supply our clients with disaster recovery options, mobility solutions, cloud and hosted services, etc. We have partnerships with multiple hardware and software vendors and we are proud to be a Platinum 3CX partner.

THE CHALLENGE

For its school telephony, Pewsey Vale was using a 3CX Phone System with 4 ISDN channels, covering 62 extensions. The school had recently been obliged to appoint a new IT service contractor but this company could not offer support for 3CX.

Up to a point, the school was able to self-manage its phone system but it only had an old licence, and some cracks were beginning to appear.

Their legacy Cisco phone hardware was reaching end of life and needed replacing. Users would regularly report losing calls, which just dropped off the old IP network. Connectivity was becoming so unreliable that at one point the school even considered taking out a separate small contract with Vodafone, to provide a more dependable mobile alternative.

With no formal 3CX licence arrangement in place, the school was not getting the benefit of the system's many capabilities. Missing out on updates meant that the school was unable to take advantage of useful apps like Call Recording, Softphone and Emergency Broadcast.

System costs were increasing too because of the dependence on outdated ISDN lines. As BT has announced the planned phasing out of ISDN lines altogether by 2025, the Pewsey Vale team knew that call charges were likely to rise further.

Even a full system re-build and a change of server could not obscure the upgrades that were required. Faced with the need to make changes, but with only a small budget for implementation, Pewsey Vale approached Clarion to ask if we could help.



OUR PROPOSAL

As a 3CX Platinum Partner, Clarion provides expert advice on all aspects of its phone platform. In the case of Pewsey Vale, we were able to devise a self-funded, managed solution that gave the school a more cost-effective arrangement than their previous one.

1. Licence Update - we resolved any remaining issues from the school's original 3CX licence arrangement, ensuring a fresh start with automatic system updates and full access to apps.
2. SIP Migration - we migrated the school's telephony onto SIP trunks, replacing old and expensive ISDN lines with a reliable, future-proofed network.
3. Free Calls - we reduced the school's phone bill by bundling in an inclusive number of free calls to UK landline and mobile numbers.
4. Buy-back Hardware – we helped Pewsey Vale fund the changes by purchasing their legacy Cisco SPA502 hardware and replacing it with 61 Fanvil X3s and 1 x 210.
5. Fast Installation – we worked closely with the school's IT provider, completing all the work in just 10 days, enabling the school to transition from their previous telephony contract without penalty.



“Clarion told us that they could deliver much more for us than we were expecting – and they did”



3CX – THE ALL-INCLUSIVE PHONE SYSTEM FOR SCHOOLS

3CX is fast becoming the most popular, all-inclusive telephony solution for the Education sector. Its many advanced features have won awards and plaudits from over 250,000 organisations across the world:

- Free calls to UK Landlines and Mobiles
- No per extension licensing – based on simultaneous calls
- Unified Communications - combines voice, video and messaging
- Wide choice of handsets across different manufacturers
- Mobile and softphone options for remote working
- Swift deployment and scalability
- Self administration from simple management interface
- Call Recording included
- Emergency broadcast function
- Inbuilt disaster recovery
- Easy set-up - no expensive hardware purchase
- Deploy on premise or in the Cloud



“I was stunned by the speed at which Clarion turned it around...within a week and a half we had phones up and running on site”

THE BENEFITS

Pewsey Vale now has a phone system which befits the communication demands of a modern, progressive school. The versatility of the 3CX Phone System enables it to cover telephony requirements at any level. Simple things, which were proving difficult for the school to administer, as well as more innovative uses, have all been deployed to great effect:

- All school phone extensions were re-set and re-numbered in such a way that made them more interactive for day-to-day use, and easier for staff and parents to understand.
- The introduction of an automated call routing system through the school reception has significantly enhanced call flow, and freed up employee time, allowing staff to be deployed on other tasks
- The school instigated a child safety plan for lockdown, whereby key support staff were equipped with softphones so they could contact vulnerable families, and make themselves available from any location.
- Teachers and support staff have been able to access the system from their own devices, and can make calls out, safe in the knowledge that only the trusted, school number will show on the recipient's display.
- Call recording means that there is never any doubt over what may have been said in a phone conversation, making subsequent queries and content checks easier for the school to clarify.
- The intuitive Call Reporting function has enabled the school to make better-informed decisions, and to take a more proactive approach in identifying behavioural issues and patterns.
- Now that it has a reliable, managed phone solution, Pewsey Vale will receive all latest 3CX updates, which allows it to fully exploit the system's benefits, and scale its telephony according to the growth needs of the school



“3CX makes perfect sense for any school, and on cost alone it wins face down”

