

Adult Learning Wales



Our team transformed Adult Learning Wales's end-of-life telephony solution into a modern, centralised and efficient Microsoft Teams Phone System app.

Location: Wales | Number of users: 110

The project

Adult Learning Wales is a national community learning organisation that is committed to widening participation and promoting active citizenship and skills development across Wales.

With four sites across the country, communication was key for the organisation. However, they were using an end-of-life Toshiba phone system, which no longer offered manufacturer support or updates to the software. This meant there were no guarantees for support if something were to fail - an easy way for security and work efficiency to take a hit.

The solution

We recommended Adult Learning Wales upgrade to the Microsoft Teams Phone System app, so all internal and external calls made could harness Gamma's Microsoft Teams Direct Routing call plans, allowing them to receive calls through their own internet connection.

Upgrading to the Microsoft Teams Phone System app also meant Adult Learning Wales was taking advantage of a single pane of glass solution (SPOG), meaning their communication needs were completely centralised and easy for staff to understand and utilise.

The solution incorporated:

- Microsoft Teams Phone System app
- Bespoke SPOG solution

The result

Through our SPOG solution, with almost all their communication solutions in one place, Adult Learning Wales now has a versatile and flexible phone system that can be accessed from anywhere, at any time.

With the ability to make and receive calls from PCs, laptops and mobile devices, their staff can now communicate with improved flexibility when travelling between sites.

“The change from an on-premise server-based solution to a cloud-based solution using Microsoft Teams has been a really positive one. Following the Covid pandemic, agile and home working has been introduced with staff being able to field incoming calls to the organisation and make calls from any location.”

Adrian Heathfield, MIS & Technology Manager

