

Cheltenham Ladies' College



We delivered a sustainable VoIP telephony solution, providing crucial reliability and resilience for Cheltenham Ladies' College

Location: Cheltenham | Number of users: 406

The project

Founded in 1853, Cheltenham Ladies' College was established to provide a sound academic education for girls.

The college needed a scalable VoIP telephony solution that could run over their existing data infrastructure, covering its entire site. They wanted a resilient system that was easy to use and offered improved features, such as centralised reporting, hunt groups, modern operator functionality, and unified communication tools.

The telephone system was seen as a critical tool for the college. As a boarding school, parents, pupils and staff relied on it being available 24/7. And so, they were not simply looking for someone to supply and install its new system, but were seeking a strategic partnership to offer future advice and support. That's where we stepped in.

The solution

Our Alcatel-Lucent OmniPCX Enterprise (OXE) Purple solution has allowed the college to migrate their hardware, licences, and handsets from the original evergreen and sustainable investment.

OXE Purple uses cost-effective and environmentally friendly virtual server technology, enabling all its applications to run on a single server, creating an immediate saving on running and support costs.



VoIP telephony was deployed throughout the campus to create an identical user experience. Alcatel-Lucent desktop handsets, complete with QWERTY keypads were provided across the entire college.

As a boarding school, most pupils live outside Cheltenham or overseas and need to call to get their results. The contact centre allows the college to distribute calls to different staff members and manage any messages left by pupils. The system can also be used to handle an influx of calls during an incident.

Integration with the college's Microsoft Teams was crucial for this project. Staff can use handsets or their Teams apps on their PCs or mobile devices with no apparent difference to the end user. The OXE Purple and Teams are seamlessly interchangeable to successfully unify all the college's communications tools.

In the event of failure of the primary server, the secondary would maintain full telephony functionality. The two servers are in separate geographical locations to enhance the resiliency of the solution.

Hot-desking was crucial to the college as they wanted the teaching staff to have the ability to work in different areas of the campus while remaining easily contactable. Staff are now able to log in on any handset available to them! Now, staff benefit from unified messaging, receiving a sound file of voicemail messages attached to emails sent to a dedicated second inbox for easy retrieval.

The result

This solution provides Cheltenham Ladies' College with the tools to manage their own system and is no longer reliant on third-party engineers for simple change. However, we remain on hand to assist the college with any difficulties they may encounter with a bespoke service level agreement created to suit teaching hours.

“From the offset, the team filled us with confidence. They had previous experience in the education sector, and were able to answer all our questions and put us at ease on the technical issues.”

Mat McMahon, network manager



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