

# Glebe Primary School



Through Focus Group, Glebe Primary School now has a future-proofed telephony system that further enhances communication as well as the security of its pupils.

**Number of students: 560**

## The project

Glebe Primary School is a vibrant educational institution located in Southwick. With 560 students attending the school, Glebe is committed to delivering the very best education for every single one of its students.

The problem Glebe Primary School faced was twofold. Firstly, the school was operating on an old Panasonic phone system still using analogue lines. Panasonic left the UK market in 2019, meaning Glebe had a PBX at the end of its lifespan. Though Glebe's provider could continue supporting this, investing further in an end-of-life product was questionable.

The second challenge was that the school needed to move away from operating through PSTN lines. Openreach is switching off these lines by December 2025 as PSTN doesn't support the demands of 21st-century communications, especially in education.

## The solution

### The solution incorporated:

- 3CX

Focus Group installed a cloud-based 3CX system with 4 SIP trunks to future-proof their communication infrastructure. 3CX is renowned for its cost-effectiveness, reliability, and scalability, supporting multiple simultaneous calls crucial for an educational setting.

We ensured a smooth transition by configuring the new system, migrating existing SIP lines and DDIs, and installing a failover solution for uninterrupted internal communications during internet outages.

Glebe Primary School's upgrade also included a handset in every classroom to enhance lockdown capabilities. The admin team can now initiate a school-wide lockdown with a single call, benefiting from features like call recording and detailed mobility reporting.

## The result

Our team installed the 3CX solution just before the start of the autumn 2023 term. Clear lines of communication are crucial in a busy educational setting. Through Focus Group, Glebe Primary School now has a future-proofed telephony system that further enhances communication as well as the security of its pupils.



**Glebe Primary School**  
The best in everyone™  
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