

# Hurstpierpoint College



Focus Group scores top marks at Hurstpierpoint College with their technology future-proofed to cope with any communications challenge.

**Location: West Sussex | Number of users: 400+**

## The project

Hurstpierpoint College has grown rapidly in the past decade. However, its ageing telephony system was struggling to meet the operational needs of staff and teachers. Frequent faults and escalating service costs were causing significant disruptions.

To address these issues, Hurst sought a more resilient, easily manageable, and future-proofed solution that could handle increasing demands while ensuring smooth communication across the site.

## The solution

The solution incorporated:

- Ericsson-LG UCP-600 system

Focus Group conducted a site-wide survey at the school, identifying 15 outdated phone lines linked to obsolete fax machines and payphones. Once the audit was complete, our experts recommended upgrading to a 1 GB fibre Internet connection for improved data bandwidth.

From there, during the school holidays, our team installed the new fibre line, an Ericsson-LG UCP-600 IP system, and programmed 155 handsets across the site, whilst also providing training for the IT team and staff to ensure smooth use of the new telephony system.

## The result

Now, the new platform is easy for the team to programme and manage - taking just moments to set up hunt groups or add new extensions.

The new system places minimal demands on the WAN, so IT systems are performing faster than before, while delivering impressive feature-rich and reliable telephone communications that can be tailored exactly to user needs.

The school now receives a single itemised bill for all its voice and data lines and can instantly see detailed usage information - including number of calls made, to which destinations, and from which extension.

"We now have the capacity and functionality we need to cope with future growth and changing demands - Focus Group enabled us to rationalise our communications and proved they could deliver on their promises."

**Dan Higgins, Director of Operational Technology**



**Hurst**  
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