

North Warwickshire & Hinckley College



Hosted Telephony transforms communications at North Warwickshire & Hinckley College.

Number of users: 650

The project

A leading further education institution in the Midlands, North Warwickshire & Hinckley College is renowned for its state-of-the-art facilities and strong partnerships with universities and major employers.

As the College expanded to five campuses, a review of its communications infrastructure highlighted the need for a modern and reliable telephony system to meet the demands of its large, multi-centre operations.

Initially, the College considered upgrading to SIP trunks to replace existing ISDN lines, but the significant costs of making their current systems SIP-compatible prompted them to consult with Focus Group to explore more cost-effective alternatives.

The solution

Following a comprehensive consultation, the Horizon-hosted telephony solution was suggested. The system has numerous features, including flexible usage, management reporting, and integration within the JANET network, which made it the ideal candidate for a facility of this calibre.

The installation incorporated new Polycom VVX410 handsets - feature-rich phones with high definition (HD) voice, gigabit switch, plus an intuitive user interface - and a number of Polycom IP5000 conference phones.

A test system was installed which allowed the College to quickly discover the full package of benefits of Horizon, not least the cost-saving, flexibility and automatic feature updates and upgrades which are supplied free of charge.

The solution incorporated:

- Horizon phone system

The result

One year after the Horizon-hosted telephony solution was installed, the College noted increased operational efficiency and improved customer service. The financial benefits have also been impressive. In fact, the College is projecting the system will help them to realise a £120,000 cost saving over the next 5 years.

"Focus Group are an excellent company to do business with! Their customer care and service is fantastic! Would highly recommend this company!"



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