

# Oak Wood Secondary School



Through our innovative 3CX solution, Oak Wood Secondary School now has a telephony system that's prepared for the future landscape of education.

## The project

Oak Wood Secondary School is a passionate educational institution located in Nuneaton with 170 students. With a rich history spanning several decades, it has become a cornerstone of the local community.

Despite its positive reputation, technology-wise, Oak Wood was in need of a change. The staff of Oak Wood were utilising an old Alcatel phone system, with many of the handsets in an inadequate state. The IT team were reviewing the use of more cost-effective handsets to reduce their ongoing maintenance costs.

Additionally, the school wanted to page all handsets for emergency/lockdown incidents - an imperative factor in education today - and Alcatel had limited group sizes of 32 handsets. That's where we stepped in to help.

## The solution

Focus Group installed a 3CX system in Oak Wood Secondary School's Hyper-V, offering OS and software support along with second-line fault assistance.

3CX is cost-effective, reliable, and scalable, handling multiple calls efficiently in an educational setting. We provided partial installation, guiding the team on handset configuration for self-installation and maintenance.

Additionally, our Bronze Remote support manages VM updates, and we recommended the free 3CX admin course for staff to handle daily changes.

### The solution incorporated:

- 3CX

## The result

The new 3CX solution was installed over the May half term, with the Focus staff completing the core configuration before passing over the remaining configuration to the Oak Wood staff to complete.

Oak Wood Secondary School now has a telephony system that's prepared for the future landscape of education, enhancing communication, security and safety and keeping staff informed and updated on sudden changes within the school.

Conclusively, our work for Oak Wood Secondary School has helped to uphold the praised and positive reputation that makes them stand out within the community.



**Oak Wood**  
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