

Case Study Western House Primary School



Improving the efficiency of communication

Western House Primary School invested in a new NEC XN120 telephone system because their old system could not adequately cater for their communication needs. The school needed a system that would help staff handle telephone calls efficiently, whilst giving them time to focus on the day to day tasks involved in running the school.

There were times during the day when reception staff had to answer a high volume of calls, particularly at the start of each day prior to registration. This often involved the taking and relaying of messages for members of staff, and frequently resulted in other callers not being able to get through to the school admin office. Additionally, notifying parents about changes to the timetable and school closures (for example during bad weather conditions) was complicated, time consuming and expensive. Additionally, the telephone system was not covered by a maintenance contract, and the school staff didn't have access to any telecom customer support services.

With the new telephone system set up, callers now receive an improved and more professional telephone service whereby they can quickly connect to the school office or to specific departments or members of staff, without the involvement of a receptionist.

A simple-to-use voicemail facility significantly reduces the amount of time it takes to note down and relay messages, and "emergency" notification messages can be quickly set up on the main number so that parents can be informed about changes to the timetable, school closures etc.

The Western House School telephone system is covered by a Dataphone maintenance agreement which guarantees quick and effective resolution of faults, and staff at the school have access to our customer services personnel who are on hand to offer advice about the system, and to arrange for any amendments to its set up.



Outstanding, consistent and reliable service

Dataphone for all telecom services

Retaining a base of satisfied customers lies at the heart of our business. We are proud of the high retention rate of customers - many of whom have been supported by Dataphone for over ten years. Schools from across England account for a significant number of our customers, and our NASBM Approved Partner status demonstrates our ability to provide schools with the type and level of customer service they need.

Dataphone is ISO9001 accredited for maintenance processes which ensures that requests for service are dealt with swiftly and efficiently. Our processes are subject to regular independent audits.

Western House School also benefits from reduced telephone call costs and line rental charges as part of the Dataphone telecom package put in place. In the event of issues with any aspect of the telephone service, the school has just one point of contact: Dataphone customer services.

“When I first visited Western House School, I discovered an immediate concern over the lack of service and support in place for the school’s telephony services. In addition, there were no real facilities in place to assist the school during busy periods or to improve productivity as a whole. Examining the challenges faced by the school, I was able to propose a practical and cost effective telephony solution. It is clear that the new system has helped to improve the day to day working of the school, whilst giving callers an improved service”.

Neil Gunn, Dataphone School Consultant

Improved call handling and message taking

Installing the Dataphone system has resulted in the school benefiting from the features of modern and easy-to-use technology. This has helped the school simplify a number of procedures, including being able to leave voicemail messages, callers being able to dial directly to departments and staff members, as well as notifying parents about timetable alterations and school closures by recording a notification message on the school’s main number. Additionally, by integrating the telephone system with the school’s (SIMS) database, reception staff are able to identify incoming calls from parents, and the provision of easy-to-use handsets has speeded up internal communication and call connection.

The NEC XN120 system was selected by Western House School because it could easily be tailored to suit the needs of their staff and callers. It has now been in place for over 18 months and staff report that it has significantly improved call handling and saved time.

“Since the new system was installed, I feel that the efficiency of our communications has improved, for example, the early morning rush has become less chaotic, with callers being answered automatically by the system and then being able to leave messages - such as notifying pupil absence – on the voicemail”.

Jenny McCabe, Bursar

