



Wool CE VA Primary School

Case Study



Wool CE VA Primary School is a church school based in Wareham in Dorset. Its aim is for its young pupils to achieve their full potential at the same time as enjoying school life. Being a busy community school, it is important for any new system to offer efficiency and be straight forward to operate and maintain.

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The Situation

With so much going on at the school, the management team decided to move from a traditional phone system to a new hosted system. This would allow them to work more efficiently as well as being cost effective. Initially, the transfer was managed by another company that installed a system but unfortunately was unable to offer a quality level of service alongside this. The process started to become complicated for the school because any adjustments or queries took a long time to be addressed.

The school decided to get support from Hello Telecom directly, who took over the project and fully supported Wool School through the rest of the process.

The Solution

Hello Telecom offered a quick and efficient service, no matter what the query. A fully hosted solution was installed over the school's existing internet connection and included three extensions and Auto Attendant.

Access to support was very important to the school, as was being able to deal with a Hello Telecom representative who could talk them through any queries without getting too technical.

"Hello Telecom were keeping us informed throughout the transition period and were available when we needed assistance. They appreciated that being a busy school we were not always able to respond when agreed. They were always friendly and were able to relay information that we were able to understand as jargon was kept to a minimum!"

Dee Brown, School Secretary, Wool CE VA Primary School

The Result

Hello Telecom put the school at ease, thoroughly explaining how the new phone system works, and provided a smooth transition throughout the project. They listened to any concerns that the school had and made sure they had all the support they needed.

The new phone system has given Wool Primary School full control over their communications, providing a professional environment for callers and improving call handling efficiency.

"It has been great to be able to move forward with our phone system and it has been positively received by those that contact us. The new phone system has made things more efficient with other members of staff being able to make calls at the same time. We are still getting used to the service but already can see improvements compared to our previous system."

Dee Brown, School Secretary, Wool CE VA Primary School

Wool Primary School was very happy with the service provided by Hello Telecom. When asked if she would recommend Hello Telecom to other schools, Dee Brown, School Secretary commented, **"The representatives that have assisted us at Hello Telecom have been fantastic. This has made it a positive experience and this is what I would tell others if asked for our recommendation."**