



Evolve trust found themselves with an out-dated phone system across all their academies that no longer fulfilled their needs. They decided to upgrade to a hosted solution that gave them multi-site flexibility with substantial cost savings. Evolve approached us as they knew we could update their current system to our state-of-the-art telephony that's safeguarded, secure and compliant.



The Situation

Evolve Trust found themselves with an out-dated phone system across all their academies that no longer fulfilled their needs. Atom IT recommended our services to Evolve as they knew we could provide a hosted solution that had both multi-site flexibility with substantial cost savings.

The old phone system was supplied by a company that had high call and line rental costs without any expertise in providing educational establishments with connectivity. It was paramount to Evolve that their next provider could react to requests quickly and understand the compliances and regulations that educational establishments face.

The Solution

Hello Telecom took the time to fully understand the requirements that Evolve needed in a phone system throughout the trust. We were then able to quickly present Evolve with a fantastic proposal that succeeded all their requirements whilst giving them great savings. We could then quickly install our state-of-the-art phone system over four days starting at Brunts Academy and head office which quickly extended to the remaining three sites. Our cloud-based solution meant that no costly servers are required on site which saved all academies substantial hardware costs. We could also offer free calls between the trust which increased efficiency and saved the trust hugely on call costs.

“Alice presented us with a fantastic business case showing that we could make great savings across the trust, I had a great deal of confidence in the knowledge shown by Hello, they understood better than most companies about our needs as an educational establishment”

Tony Cartwright, Systems Manager, Evolve Trust

The Result

Hello Telecom, put the school at ease throughout the installation process even when the previous supplier presented challenges. We were on hand to support the whole trust throughout the transition period which resulted in a smooth and swift implementation.

The new phone systems have given the trust unprecedented efficiency and has opened critical educational features that had previously been unavailable to them. They now benefit from call recording, auto attendants, time of day routing and voicemail to email which gives them full control over their telephony. Safeguarding pupils is paramount which is why Evolve now has an emergency broadcast paging system where all staff will be simultaneously notified in an emergency situation.

Here’s what Tony Cartwright, the systems manager at Evolve Trust had to say about the implementing process from Hello.

“...the losing provider who seemed intent on making the whole process as difficult as possible presented the only problems, Hello remained professional and helpful at every stage of the process”

When asked if they would recommend us to another school Tony Cartwright replied with a resounding.

“Yes Definitely”