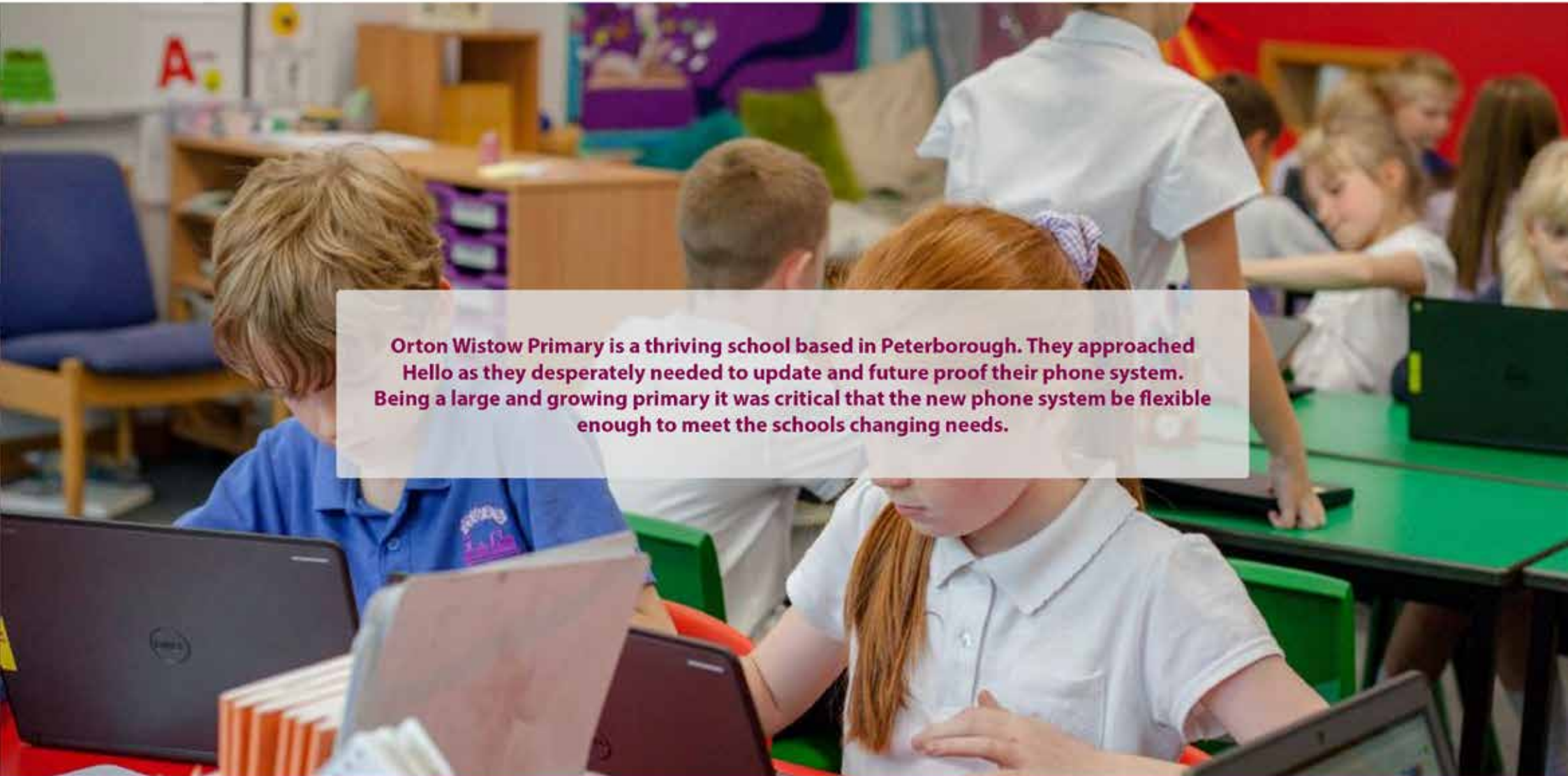




Orton Wistow Case Study

A photograph of a classroom with several children sitting at desks, working on laptops. The children are wearing school uniforms. The room is brightly lit and has colorful decorations on the walls.

Orton Wistow Primary is a thriving school based in Peterborough. They approached Hello as they desperately needed to update and future proof their phone system. Being a large and growing primary it was critical that the new phone system be flexible enough to meet the schools changing needs.



Orton Wistow Case Study

The Situation

Orton Wistow Primary found themselves with an out-dated phone system that no longer fulfilled their needs. They decided to upgrade to a hosted solution that had improved flexibility with substantial cost savings. The old phone system was supplied by a company that had high call and line rental charges. It was important that their next provider could future-proof their communications and improve the school's efficiency.

The Solution

Hello Telecom offered a fully hosted VoIP service to Orton and Wistow School that could be installed simply and swiftly. Our cloud-based service could run perfectly over their existing broadband which removed the cost of phone lines and saved the school from any substantial initial set up costs. Hello offered Orton Wistow Primary a solution that had many essential core features built into the service. The school was able to access features such as auto-attendants and hunt groups free of charge. These services proved to dramatically improve the schools efficiency as calls were being directed to the right department or staff members immediately.

"We were able to get the functionality we required at a very good price."

The Result

Hello Telecom put the school at ease throughout the installation process. We were on hand to support the staff throughout the transition. The new phone system has given Orton Wistow School full control over their telephony, they can now benefit from critical features that were previously unavailable to them.

"Hello were extremely responsive and helpful during the transition period – and after."

Orton Wistow School praised the added functionality of the click-to-dial feature which greatly increased the day-to-day efficiency of the school. Click-to-dial is a Windows application that seamlessly links a user's telephone to their PC. This allows staff to click on a displayed phone number via their PC which then automatically starts to dial from their phone.

"We have better telephones, a central desktop so we can play calls back when needed, we love the click-to-dial feature! And our bills are less than before."

When asked if they would recommend us to another school Tasha Young replied with a resounding.

"Yes"

Tasha Young, Office Manager, Orton Wistow Primary School