



Ripley Junior School Case Study

Ripley Junior School is a thriving school in Derbyshire. They approached Hello as they needed a hosted telephone system that would future-proof their communication at a competitive price. It was critical to Ripley Junior School that the new telephone system improved the efficiency of the school and assists in keeping the students safeguarded.



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The Situation

Ripley Junior School had an outdated phone system that offered them no flexibility or additional features. The old service provider installed a system that was inflexible as they capped the number of outbound or inbound calls Ripley Junior School could make or receive. They needed to upgrade to a hosted solution which is flexible, safe and secure.

The Solution

Hello Telecom offered a fully hosted VoIP telephone service to Ripley Junior School which provided flexibility, control and security. Using Hello's intuitive online portal Ripley Junior School can make simple changes immediately to the phone system which gives them greater control. Hello Telecom also supplied the Ripley Junior School with safeguarding features such as call recording, emergency broadcasts and handsets in every classroom. Having a handset in every classroom means that in an emergency Ripley Junior School students never have to be left unattended.

"It offered everything that we needed from a telephone system from a reputable company"

The Result

Hello Telecom made sure that Ripley Junior School was updated and put at ease through the installation period. Hello were on hand to answer any questions that arose over the transition time. The new phone system has given them everything that they asked for and more. They have more control over their telephony and can now benefit from critical features that were previously unavailable to them.

"All staff have been exceptional, Support has been good and the service reliable"

Ripley Junior School also praised the additional service of Hello Mobile service. Ripley Junior School can access all the critical hosted features from a mobile phone. This means that staff can keep the pupils safe even when they are away on school trips.

When asked if they would recommend Hello Telecom to another school Ripley Junior School replied with a resounding.

"Yes definitely"

Angela Archer, School Business Manager