



Migrating your telephony to our award-winning* phone service for schools is simple and cost-effective. Our phone service ensures that your school is more efficient, safe, secure and compliant.

Improved Efficiency

As an established provider to education we understand the needs of educational establishments. This has allowed us to develop a communication system that simplifies and improves your schools' efficiency.

Unlimited number of phone calls - With Hello you aren't restricted by the number of phone lines available. Instead you are able to make and receive as many calls as required at the same time.

Dedicated phone numbers - We are able to provide dedicated phone numbers for uses like absence lines which ensure that calls are directed to the right department and not missed.

Time of day routing - Gain control over your activities by routing incoming calls to different users depending on the time of day or day of the week.

Plug and play handset - With Hello you are able to unplug and use your work phone anywhere there is an Internet connection. This means that you can easily work from home or another Trust location when convenient.

Connect your PC with your phone - Our Desktop application seamlessly connects your PC and phone. With this technology you can speed up call handling with click to dial, directory dialling, monitor calls and lots more.

Smart voicemail - With smart voicemail you are able to store and record voicemail messages so that you can refer to them easily at a later date. With the smart voicemail you can also link other users' access to ensure the messages are reaching the right department.

Safe, Secure and Compliant

We pride ourselves on giving schools peace of mind with our safe, secure and compliant telephony at great prices.

Dedicated anti-bullying lines - We know that safeguarding a child's welfare is paramount in your school. That's why we can set up a dedicated anti-bullying phone line that students can anonymously call to report any incidents of bullying.

School-wide Paging - Hello has an in-built paging system that allows anyone to broadcast messages to all phones in the school. Great for information or emergencies.

Call recording - Our telephony allows you to record calls to ensure important calls can be retained or replayed where required.

Handsets in every classroom - We are able to fit every classroom with a phone to ensure that students never need to be left alone in an emergency situation.

Group calls - You are able to host group calls with multiple staff members. You can even set up a pin for safeguarded and secure calls if necessary.

** Hello received a 2018 Highly Commended award from ITSPA for their special education-focused phone service.*





Additional benefits for trust managers

We have lots of experience with installing our communication within trusts meaning that we can provide you with tailored trust benefits.

Centralised call answering/reception - Where required a Trust can operate a central reception point instead of or in addition to the ones provided by schools. This can assist pressured staff and ensure a consistent level of service is provided to callers.

Free calls between trusts schools - Schools need to be able to contact with one another frequently which is why we offer free calls between schools and the Trust head office.

Flexible growth - As your trust expands your telephony can grow to accommodate the new members.

Call analysis - You are able to analyse call data to improve resource management and investigate call-related issues.

Trust-wide dial plans for easy extension dialling - Simple phone to phone dialling is easy with Hello across the Trust estate.

A few of our success stories

Don't just take our word on it, here's what a few of our customers have to say about how our telephony has helped them.

"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

"We have seen a number of cost savings from Hello Telecom in the form of: Low Initial setup cost, no on-going line rental, reduced call costs, free calls between sites. The support from Hello Telecom is excellent, with nothing too much trouble and much easier to get hold of than our previous supplier."

Alan Hughes, Operation and Services Leader,
Sutton Road Primary School

"We now have a system that actually works! It's setup exactly the way we want it to be and having the BLF and DDI has been a brilliant addition for our work flow. The times I have needed to contact your support team have been dealt with promptly and resolved within the same day. Bonus is that it's also cheaper than our last supplier and using better hardware."

Daryl Lievesley, Headlands

"From a sales point of view all the way to your installation guys. Everyone has been polite and always gone above and beyond to help in any way they could."

Daryl Lievesley Headlands