# Success Story

Horndean Technology College transforms its operational efficiency and its external image with a HiPath 3800 Unified Communications (UC) solution from Siemens Enterprise Communications - now Unify

HiPath 3800 and OpenScape Office HX solution have enabled Horndean to cut telephony costs, improve customer service and boost employees' efficiency.

### The Task

Despite a strong academic reputation, Horndean Technology College needed to improve its telephony-based communications for customers and employees alike.

With only one direct route to college for calls and a limited number of extensions, many members of staff were having to share telephones, messages were sometimes not received by tutors, and feedback from parents highlighted issues with the existing system with messages not reaching the correct members of staff.

### The Solution

Siemens Enterprise Communications partner Peach Telecom worked closely with Horndean to identify its operational and budgetary needs. They chose to install Siemens Enterprise Communications' HiPath 3800 and OpenScape Office HX, giving the college the ability to deploy the solution into the existing network and avoid the costs associated with replacing the system cabling.

The flexible solution provides extensions for all employees along with user presence and voicemail capabilities, efficiently integrating the college's voice and data communications and building a scalable platform for future UC needs. The new communications set-up also uses an ISDN 30 system and accommodates both analogue and digital networks.

### The Benefits

The solution also provides a complete foundation for UC that is scalable to the college's expanding needs while accommodating both TDM and IP handsets.

- Greatly reduced telephony costs
- Improved customer service – for parents and the community
- Enhanced staff productivity and collaboration
- Flexible communications across the college campus
- Additional options for promoting school and community events

**Overview**

Horndean Technology College provides high quality education to students of 11-16 years in Hampshire. Whilst the college had a strong academic reputation, gained the International School Award and hosted community events, its ageing communications system was undermining operational efficiency and its image.

With the college having only one direct communications link, limited telephone extensions and ineffective voicemail, many staff members had to share extensions. In addition, voice or paper messages from Horndean's reception teams were often not received. Receptionists were unable to provide precise and timely information due to the inefficient existing system. Staff also had difficulty changing system messages: when snow disrupted classes, staff had to come to the college to alter the voicemail message advising that it was closed.

Horndean's management and teaching staff realized that parents and prospective students were getting a poor impression of the college. The college urgently needed a communications system to help them identify instantly if a member of staff was teaching or not; how reception could easily get a message to teachers that habitually work on laptops independently of the college IT network; and how to ensure staff pick up their voicemails.

**Implementation**

In 2012, the college's School Business Manager Nicola Bugden and Marketing and Development Manager Ali Wood met Siemens Enterprise Communications accredited supplier Peach Telecom to review its telephony system. Martin Cook, Peach's Sales Director, identified a priority of bringing together IT and telephony cost effectively to boost communications flexibility and employee efficiency.

Ali Wood explained: "Peach listened carefully to our needs and gave us different infrastructure, handset, voicemail and e-mail options. The price was much lower than anyone else too."

To meet Horndean's needs, Peach implemented a complete foundation for UC based on HiPath 3800 and OpenScape Office HX. The converged voice and data software sits on new, cheaper ISDN 30 system that replaced and consolidated old analogue lines and accommodated new digital networks.

Implementation was completed in only two weeks during the Easter break, minimizing disruption during system changeover.

To optimise the system, Peach used call management software to streamline handling of incoming calls while MyPortal software, integrated with Microsoft Outlook, connects communications with staff diaries. Through the screen-based interface, receptionists know all the teaching staff's location and commitments through a glance at their PC. To ensure early benefits from the new set-up, Siemens Enterprise Communications provided user training during the installation.

"Our reception team now sees where everyone is and messages are standardised and easily accessed by different departments. The voicemail system is much easier to access and far more reliable. The system has greatly improved our efficiency and parents are complimentary about it which is the real proof."

Nicola Bugden, School Business Manager, Horndean Technology College

**Benefits**

The UC solution's converged system communications to help Horndean improve customer service and efficiency. The consolidated system with ISDN30 system has already delivered considerable call savings and, integrated with the HiPath 3800 and OpenScape Office HX software, enable reception to give callers real time information on colleagues' whereabouts - and leave more accurate messages for them. The child care unit has new phone extensions in each room.

Nicola Bugden at Horndean said: "Our reception team knows where everyone is and messages are standardised. The system is boosting efficiency and parents are complimentary about it too."

Martin Cook, Peach Telecom, said: "It's a pleasure to help an exciting college improve its operations and how it's perceived. Horndean has greatly cut its communications costs too."

**About Unify**

Unify—formerly known as Siemens Enterprise Communications—is one of the world's largest communications software and services firms. Our solutions unify multiple networks, devices and applications into one easy-to-use platform that allows teams to engage in rich and meaningful conversations. The result is a transformation of how the enterprise communicates and collaborates that amplifies collective effort, energizes the business, and dramatically improves business performance. Born out of the engineering DNA of Siemens, Unify builds on this heritage of product reliability, innovation, open standards and security to provide integrated communications solutions for 75% of the Global 500. Unify is a joint venture of the Gores Group and Siemens AG.

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