



New Academy – New Communications

Case Study

Client: Tudor Grange Academy Worcester
Sector: Education
Product: Panasonic KX-TDE200 Hybrid IP-PBX
Date: August 2009



Background

Tudor Grange School, Solihull was judged to be outstanding in a December 2008 Ofsted report and is the sponsor of the Tudor Grange Academy Worcester (TGAW).

TGAW is the second quickest Academy to be set up in the country and has been producing excellent results since. TGAW replaced Elgar College of Technology and there have been many changes made including new buildings. A multi-million pound investment will equip the Academy with accommodation and facilities fit for the 21st century.

With a significant change to infrastructure, the Academy identified communications as an area for improvement. The existing telephone system was a Panasonic KX-TD1232 system which was almost 10 years old and working at full capacity. The system was clearly unable to cope with emerging technologies and the likely future demands of the Academy.

Telwise Ltd as installers and maintainers of the original system were asked to advise on a suitable replacement.

The Challenge

The Academy was aiming for a maximum of 900 students between the ages of 11 and 16 with capacity for up to 200 sixth form students. The Academy is spread across a large campus with a number of buildings and it was important to minimise the cabling infrastructure and save on future maintenance costs. Because the changes to the infrastructure were to take place over a period of time it was also essential to maintain the use of traditional equipment whilst introducing IP technology.

Following discussion with the Academy we recommended a system that was able meet these needs and give sufficient capacity for future growth. The ideal solution was the Panasonic KX-TDE200 hybrid IP-PBX system. This system was installed on Cat5 cabling and initially equipped for 32 IP extensions, 48 digital extensions and 48 analogue extensions. This allowed the Academy to use many of the existing analogue phones which kept the cost of installation down. It also allowed the Academy to use familiar digital keysets reducing the training requirement. The Academy also has a number of IP extensions which will gradually increase over time. The appeal of this approach is that the Academy can migrate to an IP solution at their own pace.

Key Benefits

- Hybrid IP system
- Phased introduction of new technology
- Support of existing analogue extensions
- No new training requirements
- Voicemail to email
- Reduced on going maintenance costs
- Future proofing

A Panasonic KX-TVM200 voice processor was also installed to give the Academy flexibility in how it received and managed calls. This solution also gives them the opportunity to link to their LAN and have voicemail to email.

Because the Academy was set up very quickly, the timescales to get the new systems installed was very tight.

“Because Telwise work extensively in the Education sector, and have great experience of installing school telephone systems we were happy to accept their recommendation. Despite the tight time scale they managed to have everything working in time for the new school year.”

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