

NEC SV9100
telecoms solution
installed by Russell
Telecom

WILBERFORCE COLLEGE

Russell Telecom Scores Top Marks for New Telecoms Solution

Background

Wilberforce Sixth Form College in Hull opened its doors to approximately 600 full time students back in September 1988. Over 1,450 students now study a variety of qualifications and subjects at the college, including A Levels, BTECs, and City & Guilds.

When seeking to replace its existing telecoms systems, and after thoroughly researching the market, Wilberforce College was delighted to partner with Russell Telecom; a company with three decade's experience of meeting the telecommunications needs of UK businesses and organisations.

Requirements

Russell Telecom carried out a detailed assessment of the college's existing systems and of its specific requirements.

Wilberforce College wanted to replace its existing telecoms system with a system that could future-proof its telecoms.

The college wanted a system that was simple to use, backed by onsite training, and that was flexible and guaranteed to cater to the requirements of the busy and expanding college.

Profile

Customer:
Wilberforce Sixth Form College

Industry:
Education

Solutions:
NECSV9100

Results:

- ✓ Feature Rich System
- ✓ Time Saving Applications
- ✓ Improved Communications
- ✓ PC Operator Console
- ✓ Call Queuing
- ✓ Automated Attendant
- ✓ Future-proofed solution

“Russell Telecom provided the best solution for our requirements. They are highly competitive and a pleasure to work with.”
Chris Marriott, Estates and Health & Safety Manager



Solution

Russell Telecom completed a comprehensive evaluation of the college's telecommunications systems before it identified the NEC SV9100 telephone system as the perfect telecoms solution for the college.



Russell Telecom provided the college with the NEC SV9100 with a mixture of 110 digital and IP handsets. The SV9100 is a superb hybrid communications platform from NEC, which delivers a future-proofed solution and maximum flexibility for the college.

VoIP technology is ideal for large campus-type sites, as IP handsets can be deployed easily anywhere, including off-site and for remote working. The system integrates Voicemail and Voicemail-to-email, which provides ultimate accessibility and flexibility for the college.

Russell Telecom also provided MyCalls PC-based operator consoles, which are powerful, and yet easy to use, applications that put the operator in control. The consoles enable greater management of calls and employees, which thereby enable enhanced customer service.

Key features include: Time-saving call control; a dashboard of company communications; a user-friendly interface.

Results

Wilberforce College is delighted with its new telecoms system.

Chris Marriott, Estates and Health & Safety Manager, said: *“Having researched the market I found Russell Telecom provided the best phone solution for our organisation. The install team were all highly professional, very quickly able to find solutions to problems, delivering a smooth transition from our old system to the new one.”*

“Russell Telecom excelled themselves by installing for us a state-of-the-art telephone system, and providing onsite training. The new system is simple to use and offers a host of innovative functions that have helped our college’s communication requirements and given us at least 15 year’s peace of mind.”

“The new NEC range of phones installed by Russell Telecom have been met with great approval. They are simple to use whilst offering a huge array of functionality. The transfer from the old system to the new was done without any problems and did not impact on our communications thanks to the professionalism of the install team.”

Chris added: *“From start to finish I found Russell Telecom to be the most supportive and helpful telecoms company to deal with. They advised me on the best solution and have provided an outstanding NEC phone system that the staff have welcomed from day one.”*

