



Cotswold Chine School

**E**stablished in 1953, and located near Nailsworth in Gloucestershire, Cotswold Chine School provides education for young people with special learning needs. Owned by a charitable trust, the school employs around 100 staff and offers a 52-week residential care facility for a maximum of 42.

### The Application

Cotswold Chine School was already using IP telephony at its main school site, so were 'switched on' to the business benefits of merging voice and data over the network. However, whilst their existing IP solution had been cost-effective, it lacked basic features such as system memory for telephone numbers, delivered poor voice quality and failed to re-boot in the event of a power failure. Despite these experiences, the school still wanted to use IP telephony because of its ease of use, cost-effectiveness, user configurability and functionality such as dialling from a database and call routing. It was also envisaged that by using IP telephony, a VPN (Virtual Private Network) could potentially be set up to connect the other three residential sites at Burley, Nailsworth and Watledge to the main school site, creating considerable cost savings with free internal calls between locations.

### The Solution

The nature of the school's environment and the many demands placed upon staff by pupils, meant that it was important for them to have a telephony solution that enabled mobile and flexible working, whilst also accommodating staff moves and changes. Budget constraints meant that it made sense for the school to implement IP telephony that

could effectively capitalise on its existing IT infrastructure investment, and increase staff productivity.

Already convinced by the idea of IP telephony, Cotswold Chine School began to explore other IP telephony solutions that would integrate with their existing computer network. This comprised a Windows/XP 2000 server and multiple PC clients. Following research, and recommendation from a legal company already using Swyx, the school approached Telecoms.co.uk a specialist distributor for soft IP-PBX manufacturer Swyx Solutions. The school decided to trial the Swyxware solution starting in October 02. Satisfied with the results the school became fully operational for 48 users by December 02. Initial installation took approximately one day with support from Telecoms.co.uk, with remaining work such as wiring undertaken in-house by the school's Computer Maintenance Engineer.

### Features and Special Benefits

One of the most immediate benefits of using Swyx has been the flexibility to move extensions around easily, as the solution is far simpler to administrate and changes can be handled in-house by the IT Manager. This has not only saved on external maintenance costs, but changes have been implemented faster than with a traditional PBX phone system.

The solution has been configured so that the secretary picks up all incoming calls, and if she is not available, the call automatically diverts to another number and so on until it is answered, which means that someone is always available to take a call. A feature particularly popular with the Bursar is the ability to see instantly (by looking at the desktop

softphone) which member of staff is on the phone, and who is available. In the event of a user not being available, the call routing manager function can be set so that incoming calls are re-routed within the school to the appropriate contact person. In addition, every user has their own voice mail facility, so it is easy for callers to leave messages, and if a member of staff is working from home or remotely it is even possible to email the voice mail to them as a WAV file attachment.

A labour saving feature particularly popular with staff, is the ability to dial directly from the school's database and transfer calls easily. This has been achieved by pooling all of the schools existing data into a central database, illustrating how an IP telephony solution can be integrated with existing applications to increase productivity

The school is using a selection of handsets and II phones, with the latter dispersed around the main school site to enable mobility and flexibility for the staff, who can log themselves in at any phone with their unique user ID.

### What the customer says

Bursar at Cotswold Chine School, David Jones said, "We are very impressed with the Swyx solution, and have found it better than the previous IP telephony solution we were using." He added "Swyx is a good investment as the solution is constantly evolving, and being software based we can take advantage of all future upgrades which can be easily managed in-house and downloaded directly from the Swyx website."

**More Info:**  
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