

BEATRIX POTTER PRIMARY SCHOOL



CASE STUDY

SWITCHVOX

OVERVIEW

Leading Primary School embraces IP telephony. Beatrix Potter Primary School located in Wandsworth, London has implemented a state-of-the-art Digium Switchvox SOHO PBX through one of Digium's Select Resellers, Redium Ltd. of Cardiff.

The School provided feedback on their experience with Switchvox. Beatrix Potter is now using Switchvox PBX as its sole communications platform. We decided to implement Switchvox from a Panasonic KXT systems for it's ease of use and features. In particular we wanted the ability to administer the system (both system settings and end-user) via easy to navigate forms.

Beatrix Potter School Realizes Greater Cost Savings, Ease of Use with Switchvox SOHO.

CHALLENGE AND SOLUTION

The school had the following key requirements that have now been delivered through the use of Switchvox: Multiple IVR options, that allows Call Routing according to Business or Out of Hours time frames.

- ▲ Voicemails to be transferred to a system users email account
- ▲ The ability to forward calls from one user to another
- ▲ An easy-to-use system that offers the ability to make changes and updates on the fly through a user-friendly GUI.

Installation of the system was very straightforward. The Switchvox system had the majority of the call routing settings implemented along with network settings. So it was a simple case of wall mounting the appliance, and then connecting the PSTN and network interfaces.

RESULTS

Steph Neale, Headteacher of the School provided the following feedback:

“The thing we really like about the Switchvox system is how easy it is to use and make changes. We no longer have to rely on an engineer to come to the School and make changes to the system. We can either do it

ourselves, or ask the reseller who installed it for us to make a change on our behalf remotely. This has allowed us to keep our maintenance/ongoing support costs down to a bare minimum.

Now that we are using SIP trunking as well as our analog connection to BT, we are seeing the cost savings increase over time as we make more calls through VoIP.

In summary I can only describe the Switchvox system as a well built, easily managed appliance, which is ideal for a school or small business.”



The Asterisk Company

Digium Headquarters

445 Jan Davis Drive NW
Huntsville, AL 35806 - USA

Phone: +1 256-428-6000

Fax: +1 256-864-0464

www.digium.com

www.digium.com/switchvox

