

## Tresham Institute of Further and Higher Education

### A Multi-Site IP Solution



When your company mission statement ... *"aims to reach existing and potential learners, improve the learning experience, increase achievement and achieve excellence and innovation in Further and Higher Education"*... then you're going to need the most effective efficient and leading edge communication technology to help you achieve the goal.

This case study describes how a large educational institution set about implementing a major upgrade to their existing telecommunications system.

*"It was important to us that we could modify the switch ourselves...The Axxess enabled us to do that...unlike a lot of other systems which use complicated software tools"*

**Lee Killner**, IT Manager,  
Tresham Institute

#### CUSTOMER BACKGROUND

Tresham Institute is a college of Further and Higher Education that provides education and training for local, national and international communities. There are two campuses in Kettering, one in Wellingborough, and one in Corby. There is also an IT centre in Market Harborough and plans for a centre in Rushden.

In August 2000 Tresham Institute merged with The Rutland College, a sixth form college based in Oakham. In recent years students from the College have consistently achieved results above the national average in A levels and vocational programmes.

Tresham Institute aims to make training courses easier to access with flexible modes of delivery. Many of the courses are available during the daytime, evening, or weekends. Other schemes include Open Learning, Distance Learning, On-line Learning through community and employer access points, and Earn while you Learn.

#### THE BUSINESS CHALLENGE

The management Tresham Institute had specific goals in mind when they started looking into a system upgrade, and there were a number of significant driving factors which meant things needed to happen quickly - namely lack of support from the incumbent supplier and the requirement for self-administration of the system itself.

Tresham Institute wanted to link all its sites together to save on inbound and outbound calls as well as speed up communication between the sites. This requirement would also have the benefit of reducing long term costs on leased line rental.

By enlarging the system Tresham Institute would also be able to provide more telephone handsets for its staff meaning they no longer needed to share telephony equipment.

### WHY INTER-TEL?

Rob Boucherat, Director of Information Services, Tresham Institute of Further and Higher Education, *"We found this to be quite an enlightening exercise and were surprised by the quality of solutions we were faced with. Each company was awarded marks in five areas, price, experience and technical skill, feedback from reference sites, capability of implementation and management as well as technical merit and the approach to the solution. I am pleased to say that Inter-Tel Europe won hands down in all the key areas."*

*"We are delighted to be working with a company whose European base is close to us in Kettering."* Boucherat concluded.

### THE BUSINESS SOLUTION

Working closely with a leading reseller Inter-Tel Europe proposed a total solution to not only resolve all of Tresham Institute's issues but also offering additional benefits previously unaddressed by Tresham.

By seamlessly integrating IP telephony, centralised voicemail and CTI (to be implemented in a new contact centre), with a five-system telephone switch over multiple sites Inter-Tel Europe delivered a total telecommunications system.



Lee Killner, IT Services Manager, Tresham Institute commented on the new system, *"It was important to us that we could modify the switch ourselves at any given time. Tresham Institute staff are constantly moving between buildings and this sort of flexibility was imperative. The Axxess enabled us to do just that via its easy to use windows explorer based programming tool, unlike a lot of other systems which use complicated software tools."*

### RESULTS

Since its implementation Tresham Institute has seen an increase in efficiency across all sites. Even the simple task of routing the right call to the right place and the right person is a simple task.

Although still in its early stages Tresham Institute foresee significant long term savings with the implementation of IP telephony. Additionally, Tresham Institute are relaxed in the knowledge that they can increase the size of the switch at any given time and the Axxess will be able to handle it.

***Tresham Institute has seen an increase in efficiency across all sites.***

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