

Case study: Remote telephony during shutdown

The customer

Kernow Learning Multi Academy Trust, 17 schools based in Cornwall, UK

The problem

Due to the COVID-19 crisis, Kernow Learning faced a challenge: to quickly implement remote working whilst ensuring that their pupils, parents and schools could still communicate effectively with the central team. The main barrier was the inflexible legacy phone system which would not allow easy remote access or use from home. Kernow Learning needed a solution that could be implemented without significant additional cost and time being devoted to upgrading the system.

The solution

Kernow Learning contacted iCT4 as a local provider of Cloud services and a Microsoft Authorised Education Partner, for their advice. As the trust was already a user of the free Office 365 A1 system, iCT4 recommended adding Microsoft 365 Business Voice (for education).

The result

Via the use of flexible, subscription-based CSP (Cloud Solution Provider) licensing, the appropriate licenses were added to the Kernow Learning tenant and a temporary number was created. The existing on-site phone system was forwarded to this number, allowing the full feature set of Microsoft 365 Business Voice (for education) to be used, including:

- Hunt groups

Staff were signed in and out of groups based on expertise and working hours to ensure that phones were always answered.

- Auto-attendant

Before calls were connected, a recorded message was played giving key messages to callers. This was followed by a set of automated options, ensuring callers got a quick response and were directed to someone who could help.

- Answerphone service

Voice messages were delivered to Microsoft Stream (a free service, part of Office 365 A1) where messages are stored and transcribed, with a link sent to the recipient to action.

- Zero additional hardware requirements

Calls can be made and received via staff members' existing devices, reducing the need for additional investment in hardware.

The solution was delivered 'as a service', allowing for a flexible billing model that can be scaled up or down, rolling for as long as required to cover the ongoing need for remote working.

"Microsoft Business Voice and Microsoft Teams have been indispensable to us in these unprecedented times.

As a trust, we needed to ensure that we could respond to queries, disseminate information and collaborate with our schools effectively, all whilst working from home with as little additional cost as possible.

The flexibility and reliability of the solution has given us the confidence to continue operations during very challenging conditions. Our thanks go to iCT4 for the speed with which they were able to deploy the solution."

David Houghton
Business Operations Manager
Kernow Learning Multi Academy Trust

Kernow Learning



To see for yourself how Microsoft 365 Business Voice (for education) and Microsoft Teams can help your school or multi-academy trust to operate more effectively, reduce costs and improve collaboration please contact iCT4 Limited at www.ict4.co.uk or via support@ict4.co.uk



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