

Giganet

Market-leading
Internet & Telephony
for Schools



United Learning
The best in everyone™



Award-winning
telecoms solutions
help **Avonbourne
Academy** to grow



Switching from an outdated telephone system to a state-of-the-art solution from Giganet, opened up a world of cloud-based communications efficiencies for Avonbourne Boys' and Girls' Academies.



The challenge

Part of the multi-academy trust, United Learning, Avonbourne Boys' and Girls Academies pride themselves on offering a nurturing environment for students and providing a cutting-edge approach to education.

Owing to the increasing adoption of cloud-based working, the school found its existing phone system to be obsolete and in desperate need of an update. Not only did the system rely on basic telecoms infrastructure, but simply maintaining it was proving difficult, and prevented them from enjoying the efficiencies of the latest VoIP (Voice over Internet Protocol) calling technologies.

With BT phasing out the ISDN and PSTN networks over the coming years, Avonbourne were conscious of the need to migrate from this legacy technology proactively, rather than forcibly nearer the deadline.

Reviewing communications can be a daunting task. The telecoms market is vast and with so many products and services available, knowing where to start or what's right for an organisation can be overwhelming.

Calling for a telecoms provider to install a brand-new infrastructure that would future-proof their connectivity and communications. Giganet were ideally positioned to help.





Unbeatable **telephony** solutions for schools

Call reporting

Hunt groups

Hot desking

Greeting system

Voicemail

130 x IP Phone

10x SIP Trunks

Resilient solution

Direct Dialling In

Interactive Voice

Response (IVR)

Call recording

Quality reception working

Voicemail to email

On hold music

Enhanced call screening

Administration tools

Mobility

Caller ID



The solution

Our jargon-free, friendly approach ensured the task of improving the communications was an easy one. Our technical team worked with them to survey systems that were already in place, exploring what has worked well in the past, and most importantly, what could work better going forward.

Giganet solved the challenge with the Spliceom SV1000 IP phone system, offering an extensive range of fixed and mobile voice capabilities.

From flexible call distribution and handling to extension mobility so teachers can pick up their calls wherever they are, via a desk handset, mobile or PC.

Giganet's complete end-to-end solution included cloud hosting, connectivity and SIP trunks, providing all the applications the Avonbourne Academy required, to improve the way they communicate with pupils, parents and staff.

All controlled via an easy-to-use web portal, Giganet's managed telecoms solution puts Avonbourne firmly in control of voice communication into, out of and inside the building.

With a comprehensive aftersales maintenance package, the academy does not have to worry about their telecoms & connectivity again.

The Cornerstone Academy



A reliable and robust leased line helps **The Cornerstone Academy** access the best educational resources possible.

The challenge

Previously known as Carter Community School, The Cornerstone Academy in Hamworthy, Poole, is part of the United Learning group of schools, aiming to provide excellent education to children and young people across the country.

With around 50 phones in use, an ISDN2 on the main number, and an existing internet connection coming via a 100 Mb/s private leased line, the academy found the communications infrastructure could no longer keep up with the advancing needs of their staff and pupils.

Wedded to discontinued technology, any network maintenance had become increasingly difficult and held them back from a range of money and time-saving processes offered by cloud-based technologies.

Understanding how high-speed and reliable internet connectivity allows schoolchildren and their teachers to benefit from the best level of education possible, The Cornerstone Academy sought a telecoms provider to specify, manage and install a new system fit for the future. Thanks to some considerable experience assisting schools with their connectivity, Giganet came through with a solution.

The solution

Our work with The Cornerstone Academy began as a phone systems provider, where we primarily installed a Splicecom IP phone system, to run on SIP trunks over their existing 100Mb/s leased line connection. With rental costs for SIP trunks being typically 50% cheaper than ISDN, the school instantly benefited from significant monthly savings by switching to SIP.

Providing a comprehensive phone system that's simple to use, highly flexible and resilient, mean easy adoption and set up. Now all those much-needed connectivity integrations with third-party applications work as they should.

From mobility through to unified communications, call recording and integration with the schools' database, Giganet has helped the school to save money while future-proofing its communication capabilities.

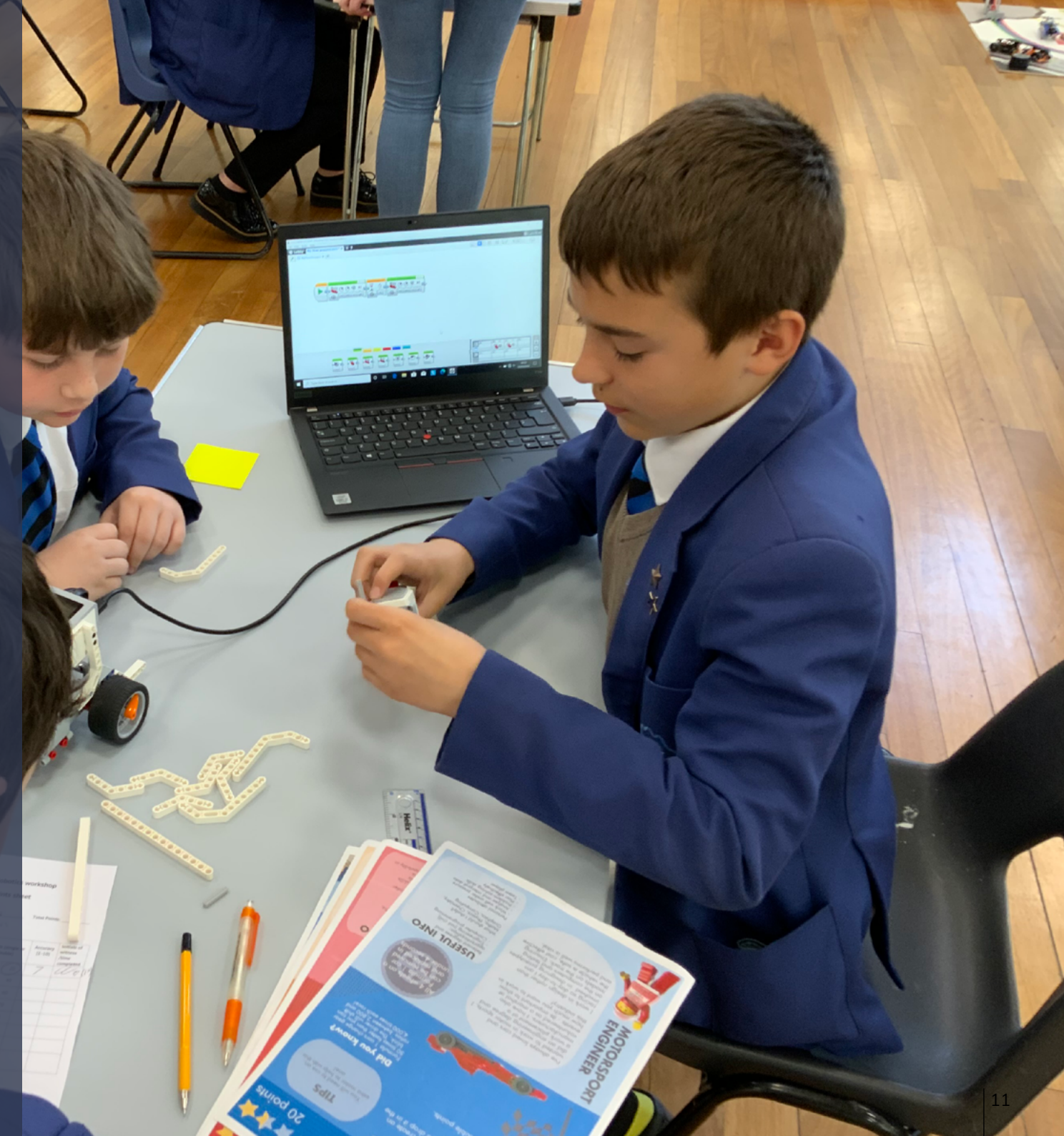
More recently, The Cornerstone Academy wanted to increase bandwidth to support migrating even more services to the cloud. Despite being in contract with their current provider, they were able to utilise our Swift quotation tool, which draws on direct relationships with 10 Tier 1 Carriers to help us offer the best speeds, price and service available to their premises.

Working with Giganet, The Cornerstone Academy were not only able to save money on their network but find a solution that was fast to implement and easy to manage. And offering 200Mb/s on 1Gb/s bearer Giganet were able to save them a considerable amount of money when the time came to switch.



"Giganet has been incredibly professional all the way through the project and have provided fantastic ongoing support. We look forward to continuing to work with them in the future and building a strong business relationship."

Jamie Stevens
Network Manager





Best customer service

Customer service is incredibly important to us. Today we are proud to be rated 'Excellent' on Trustpilot.

We don't put auto-attendants on our lines. So during our operating hours, you can get directly through to us. No complex routing trees with multiple numbers to select, no announcements or delays to your call.

Email, call or WhatsApp us when and where it suits you.

Award-winning business

We are proud to be recognised by our peers in our industry. We have won over 25 industry awards in recent years including in 2022 for Overall Fibre Provider of the Year and Best Fibre Innovation Award.

Nationwide presence

Almost uniquely, we have direct relationship with 10 Tier 1 Carriers so we can cover the entire UK with our connectivity and telephony solutions.

Trusted across the healthcare sector to connect and manage their networks for well over a decade.





0800 107 8888

sales@giganet.uk

www.giganet.uk/education



Connect: [@GiganetUK](https://www.instagram.com/GiganetUK)

Giganet Ltd, Forum 4, 3 Parkway, Fareham, PO15 7AD