

Case Study

# Improved call handling saves time AND money...

## The Challenge:

To provide a cost-effective and efficient replacement for an outdated telephone system at one of the biggest and best-known schools in the area.

## Client Profile:

Richmond School & Sixth Form College is based in the Yorkshire dales in the market town of Richmond. As the large school was a merger of three smaller schools, this is one of the biggest in the area in terms of pupils, staff and the wider community.

- Community comprehensive school
- 1470 students
- Almost 700 years of history
- Some facilities are ranked the "best in the country"
- 'Good' Ofsted rating

t: 0333 344 6 344

w: [razorblue.com](http://razorblue.com)

## The Solution:

A Skype for Business phone system, using the school's existing IT infrastructure. This utilised the benefits of Microsoft's low-cost licensing arrangement with schools to provide a financially attractive proposition.

## The Result:

Improved call handling. Less time is wasted because the school's support staff know whether the teacher they are trying to reach is available at a computer, already on a telephone call, away from his or her desk or busy in a class or meeting.

"We wanted leading edge advice about the introduction of a new telephone system. razorblue came with a good reputation and – from the first excellent meeting – it was clear that they had experienced staff who knew what they were doing. Throughout the project we always felt confident that they were working with us to find the best possible solution for the school. They delivered what they promised on time, to cost and to the quality standards agreed."

  
**razorblue**  
IT Solutions for Business

t: 0333 344 6 344

w: [razorblue.com](http://razorblue.com)

