



CASE STUDY



Central phone system with remote access KINGS MONKTON SCHOOL

ABOUT

An independent school located in Cardiff pride themselves on further developing their staff and pupils whilst providing an exceptional learning environment.



BUSINESS CHALLENGE

- The school telephone system had become outdated, and no longer met professional requirements – largely due to limitations in the available features.
- The establishment recognised issues with older technology, particularly when handling incoming calls. The current setup consisted of just one phone and answer system in place. As a result, an increasing amount of time was dedicated to managing voicemail messages and passing onto the appropriate contact. To improve efficiency, staff required dedicated extensions and voicemails.
- To further enhance communication with parents, remote access was essential to update the phone system with announcements such as an emergency closure.
- Finally, the school required modern, future-proof communications to improve daily operations with the much-needed assurance that its telecom services were being properly maintained.

“DataKom helped us with our new telephone system. We never thought how much easier some of the daily tasks, like keeping track of absentee messages, could be made. Important messages are kept up to date, even during the summer holidays. DataKom made the entire process simple as well as kept costs well within our budget.”

KEY SOLUTIONS



CENTRAL PHONE SYSTEM

All handsets connected with one phone system.



SELF-MANAGEMENT

Remote access to manually make changes to the system by using the simple web portal, such as announcing events, closures and important information.



CORDLESS HANDSETS

Can be contacted from a long range distance such as the school yard.



AUTO ATTENDANT

Automated attendant handles incoming calls and out of hours call forwarding.



DEDICATED VOICEMAILS

Personal extension phone numbers with dedicated voicemail. Staff can now access their own messages from any handset.



INTERNAL CALL TRANSFERS

Calls can be transferred to any handset.



ACCOUNT MANAGER

Local manager oversees the companies account and conducts monthly reviews.



ONGOING SUPPORT

The DataKom team is always on hand for any queries.

Call us today on

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