Tel Group Case Studies

Telephone Systems for Schools

IT services Communications Security

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Case Studies

The Centre of Your School Technology

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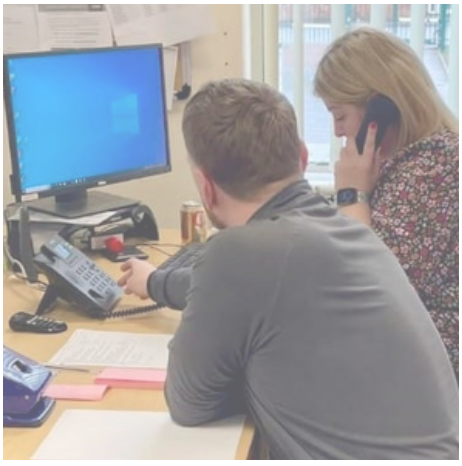


Tel Group

The Centre of Your School Technology

ABOUT US

Tel Group, formerly Telephone Europe, specialise in bespoke ICT solutions for the education sector.

Established in 2005, the company has continuously evolved to meet the ever-changing demands of technology, delivering flexible, future-proof and reliable solutions to the education sector.

We pride ourselves on our customer-focused approach which has enabled us to us to build a strong, reputable customer foundation of over 1000 schools and MATs nationwide.

Working closely with each of our customers to understand their specific requirements, we are able to provide bespoke solutions, on time and within budget.

PRODUCT PORTFOLIO

Working as your strategic education technology partner to provide communications, IT services and security solutions to schools.

Our services are designed specifically for the requirements of the education sector, helping to alleviate the pressures of technology.

IT Services	Communications	Security
IT Support Partnership	Telephone Systems	CCTV
Network Infrastructure	Calls & Lines	School Lockdown
Wi-Fi & Broadband	Mobiles	Cyber Security
Web-Filtering	Remote Working	Door Entry
IT Hardware		Vape Detectors

Courtney Primary School

Telephony | Mobile App

COURTNEY PRIMARY SCHOOL

How Courtney Primary School improved their flexibility and efficiency with the installation of a VoIP telephone system by Tel Group.

THE CLIENT

Courtney Primary School are a well-established and highly reputable primary school located in Bristol.

THE SITUATION

Courtney Primary were looking to switch over from their outdated analogue telephone system, ahead of their local council Centrex expiration.

As their systems bills were previously contributed to by their local council, they were now looking for an efficient alternative within their budget which allowed them to work flexibly and increase users on the line.

As a SGSBL member, Courtney Primary School contacted Tel Group (approved SGSBL supplier) to help them with this transition.

THE RESULT

After complete understanding of Courtney Primary Schools requirements, Tel Group visited the school and installed their new VoIP telephone system.

This consisted of introducing 13 new handsets to improve their external and internal communications. In comparison to where they previously had just one line going in and out of their school, they now have 13, allowing simultaneous communications for the first time.

Their new telephone system ensures that staff can work flexibly from home or the office, as their system also links to their mobiles though our integrated app.

This app enables them to make and receive calls as if they were using the office handset.

"Thanks so much for installing our new telephone system, we are really pleased with it. The installation went smoothly and the engineers were very helpful. The handsets are easy to use, even for the technically challenged. We can now make and receive calls with more than one person on the line, and from home.

The advantages of moving to Tel Group are that we can have a greater number of handsets and much more flexibility of use for the same price as our previous contract."

Tasmin Griffiths - School Business Manager

Ramsden Primary School

Telephony | Lockdown | CCTV

RAMSDEN PRIMARY SCHOOL

How Tel Group worked with Ramsden Primary School to improve their safety, communications and efficiency.

THE CLIENT

Ramsden Primary School is located in Worksop, Nottinghamshire. They have served the local community for over 180 years and are highly recommended within the area for their engaging curriculum and community values.

THE SITUATION

Shirley Gascoyne, school accountant, is very active on #SBLTwitter, as are Tel Group. From engaging frequently with Shirley on Twitter, she was aware of our services and good reputation among other schools, fueling the conversation between Ramsden and Tel Group.

Ramsden School were looking for a futureproof VoIP Telephone system to replace their outdated analogue lines ahead of the BT switch off.

They also wanted to look into the possibility of integrating this into a lockdown system, allowing them to broadcast important messages throughout the school.

Unfortunately they had been victim to a series of break ins and based on previous quotes from other suppliers, they couldn't afford CCTV. They consequently had fake cameras around the school as a deterrent in the meantime.

During conversations with the team at Ramsden, we understood the extent of their security issues and were able to provide a solution. Due to the time needed on site to install the telephone system and lockdown system, it wouldn't cost the school much more for us to install CCTV cameras simultaneously, beating all previous quotes on price.

Ramsden Primary School

Telephony | Lockdown | CCTV

RAMSDEN PRIMARY SCHOOL

THE RESULT

After many conversations and a site visit, the Tel Group team drew up a fully integrated telephony and lockdown solution, combining speakers and CCTV cameras.

This futureproof system was then implemented and installed throughout the school and training was provided to ensure staff were confident using their new system.

Their upgraded VoIP system not only reduced costs in comparison to their outdated analogue system, but enabled their capabilities to be widened with features such as Voicemail, Call Recording, and even Mobile App Integration which now allows staff to work from home effectively.

The bespoke Lockdown System with CCTV and Speakers includes cameras with a two way audio, meaning the SLT can not only see areas of the school, but converse with any individuals in the area too. This supports their intruder lockdown procedure if a specific message needed to be sent to only one area. Plus, all of this can be accessed remotely, giving them 24/7 efficiency.

Mini Display

Monitor Display

Internal Camera

Internal Camera

Internal Camera

VoIP Telephone

"I would like to say a big thank you to Tel Group for the excellent service they have provided.

I am so pleased we chose Tel Group, their advice was spot on and we now have a futureproof system in place to give us the assurances we needed to keep our children safe. I would highly recommend Tel Group."

Catherine Garrett - SBM

Telephone System

CCTV Cameras

Lockdown System

Walgrave & Pitsford School

Telephony

WALGRAVE PRIMARY & PITSFORD PRIMARY SCHOOL

How Walgrave Primary School and Pitsford Primary School modernised their communications by introducing a VoIP phone system.

THE CLIENT

Walgrave Primary School & Pitsford Primary School are both well-established and highly reputable primary schools located in Northampton. Both schools are managed by Gail Brealey.

THE SITUATION

Both schools were still using outdated analogue systems to communicate. This prevented them from making and receiving more than one call at a time and they struggled with crackled lines.

They knew the BT Switch Off was quickly approaching, so looking at upgrading their systems was essential, rather than trying to fix what they already had.

Gail therefore decided that it was time for her schools to modernise their communications and introduce a system that allowed them to communicate in an efficient and effective manner, choosing Tel Group to honor this at both schools.

Utilising the same supplier across both schools provided favorable pricing, one point of contact and a quick and easy installation.

THE RESULT

After a number of conversations with Gail, the best options for both schools were discussed and agreed. Our engineers then visited both sites on the same day to install their brand new telephone systems and provide all staff with training.

Both schools introduced a Hosted VoIP system into their premises, allowing them to reap the benefits of this modern technology and widen their capabilities.

Some of the benefits of this new system included the ability to simultaneously take calls, and it even offers the option to integrate staff's mobiles into their phone system to help facilitate home working.

> "The engineer arrived early, which was a bonus. He had everything pre-programmed, so the installation was seamless. Lovely gentleman who answered all our questions and set the devices up as requested."
>
> **Gail Brealey - Walgrave Primary School**

> "The installation was fantastic – the only problems came from our existing provider who couldn't have been more unhelpful. Looking forward to many years of working with you."
>
> **Gail Brealey - Pitsford Primary School**

Sale High School

Telephony | Lockdown | Broadband

SALE HIGH SCHOOL

How Tel Group worked with Sale High School to improve their communications, connectivity and safety across the school.

THE CLIENT

Sale High School is a large secondary school located in Greater Manchester. They aim to be the school of choice for their community where every child succeeds.

THE SITUATION

Sale High School wanted to move away from their restricting analogue telephone system and were also looking at ways to enhance their school safety in the event of an intruder lockdown.

They were familiar with Tel Group after meeting at local conferences and decided to chose them as one of their 3 quotes. Tel Group came out on top in terms of price and quality and were selected to fulfil these requirements.

THE RESULT

Tel Group visited Sale High School and installed a SIP phone system with 60 extensions and 8 lines, bringing a powerful solution to their communications.

A lockdown intruder system was also installed and integrated into the phone system. This consisted of 42 internal and external speakers, and multiple pre-recorded messages, providing instant communication at a touch of a button.

3 YEARS LATER

After working with Tel Group for 3 years, when their broadband came up for renewal they chose Tel Group to honour the upgrade, providing them with a strong, reliable and scalable FTTC connection throughout their entire premises.

"I would recommend Tel Group without hesitation to any school looking to improve their system in relation to efficiency, connectivity, safety, and most importantly, reduce their costs.

Tel Group listened to, and understood our brief, and were able to offer us a solution that is both practical and cost-effective. They have been a pleasure to work with and their knowledge of schools and what we actually need is amazing. I would recommend them without hesitation."

Sam Finch - School Business Manager

Ann Edwards Primary School

Telephony | Mobile App

ANN EDWARDS PRIMARY SCHOOL

How Ann Edwards Primary School are saving money and time whilst widening their capabilities with a VoIP telephone system from Tel Group.

THE CLIENT

Ann Edwards C of E Primary School is located in Gloucestershire with a vision for pupils to learn and achieve in a caring community. They are proud of their vibrant, child centered and inclusive school, catering to 250 pupils.

THE SITUATION

Tel Group first made contact with School Business Manager, Kevin Parker, through a donation to their Children's Mental Health Week. Unbeknown at the time, Kevin was looking to move his school away from their old telephone system that was proving costly, and limiting staff abilities.

They were on the lookout for a Hosted VoIP telephone system for future flexibility, lowered costs and improved efficiency, and Tel Group were in the right place at the right time to discuss and provide this.

After many conversations and a site visit, we were able to offer Ann Edwards a solution that filled Kevin with confidence that we could fulfil the school's needs within budget.

THE RESULT

Tel Group engineers visited site to install their new VoIP telephone system with 15 extensions and integration to a mobile app which essentially works the same as their new telephone handsets.

After conducting a full and detailed training session to all necessary staff, the engineers left site knowing that all staff felt comfortable with their new system and had their direct lines in case of any teething issues.

> "We came to know about Tel Group when they sponsored our Children's Mental Health Week.
>
> When the time came to start looking at upgrading our phones, I got in touch with Tel Group and they offered a service that filled me with confidence.
>
> I was then introduced to our account manager who communicated effectively from pre to post install. We purchased a few extras as part of our package such as the mobile app, and this was all set up seamlessly. We also got detailed yet easy to understand training.
>
> The system is fit for purpose, saving all staff time and the school money in comparison to our old package."
>
> **Kevin Parker - School Business Manager**

John Moore Primary School

Telephony

THE JOHN MOORE PRIMARY SCHOOL

How The John Moore Primary School upgraded their analogue telephone system with Tel Group to widen their capabilities.

THE CLIENT

The John Moore School is a safe and caring community primary school, located in Tewkesbury, aiming to ensure children Soar, Share, Strive and Sparkle.

THE SITUATION

Working with Tel Group as their telephony supplier since 2017, John Moore Primary School's telephone contract was coming up for renewal.

Tel Group proactively approached them ahead of their end date to discuss upgrading their analogue system.

With the BT switch off approaching, it made complete sense to upgrade instead of automatically renewing their current contract. This would allow them to save money in the long run and widen their capabilities.

THE RESULT

Tel Group visited The John Moore Primary to remove their outdated analogue system and replace it with a brand new Hosted VoIP telephone system.

Their new handsets were put in place with 20 extensions. They were then provided with training to ensure they were comfortable using the new handsets when the engineer left.

Their new telephone system provides them with a number of benefits that their old system didn't. This includes mobile integration, call recording, messages on hold, open and close, auto attendant and much more.

Plus, they now have the correct technology in place ahead of the 2025 BT Switch Off, meaning come 2025 they won't need to replace their system again.

"Having our telephone upgrade today with Tel Group proved to be quick and easy, and we are very pleased with our new system.

The training given was clear and concise, and we are now ready to enjoy all the additional benefits included with our upgraded system. Thank you Aidan, we highly recommend Tel group!"

Kerry Offord - School Business Manager

Mill Ford School

Wi-Fi | Telephony | Smoothwall | CCTV

MILL FORD SCHOOL

How Tel Group improved Mill Ford School's communications by upgrading their telephone system, whilst also providing them with CCTV, Wi-Fi, and Online Safeguarding.

THE CLIENT

Mill Ford is a school with a specialism in meeting the needs of children and young adults aged 3-19 with complex needs.

The school aspires to deliver an exciting curriculum and learning environment, but their technology, connectivity and communications held them back.

THE SITUATION

Currently using an outdated analogue telephone system, Mill Ford decided it was time to upgrade their school telephone system.

With extra budget to work with after receiving a fully funded DfE Wi-Fi upgrade, installed by Tel Group, they were keen to invest further into their communications and approached Tel Group to provide a quotation.

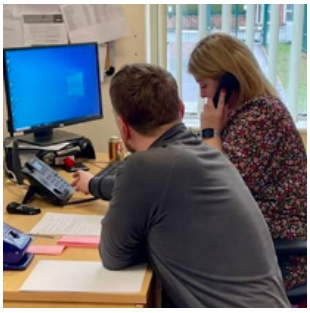
They were also aware that the 2025 BT Switch Off was approaching, so it made complete financial sense to upgrade now rather than fix what they already have, saving them money in the long term and widening their capabilities.

THE RESULT

Tel Group visited Mill Ford School to start the installation of their hosted telephone system which included 18 extensions.

Previously unable to have more than one staff member on the line at once, Mill Ford School can now communicate simultaneously.

Once the install was completed, all staff using the new system received training, ensuring the team were confident using the system when our engineers left site.



Telephone Training

Phone System

THE PARTNERSHIP

Since 2021, Tel Group have worked with Mill Ford School to enhance their technology, adhering to budgets and timescales. This includes their Wi-Fi, Broadband, CCTV and Smoothwall.

Tel Group

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