



CLARION CASE STUDY

London School of Science & Technology

London School of Science & Technology Transforms
Telephony with Clarion and NFON



HOSTED
COMMS



MOBILE



CLOUD
SOLUTIONS



DATA
CONNECTIVITY

About London School of Science & Technology



The London School of Science & Technology (LSST) is a privately managed higher education college. It was founded in 2003 with the vision to support local communities and encourage social cohesion. LSST has grown to become a leading education institution, with a student population of 2,000.

The diversity of its learners reflects its ethos – to provide education to all students, regardless of their background and upbringing. It focuses on what qualities its prospective students can bring to their learning experience rather than their qualifications – it also offers flexible timetables to allow students to fit studies around their daily responsibilities.

Its headquarters are in its London campus in Alperton, which houses its Senior Management Team and all central administrative functions. Overall, it has five campuses, including sites in Luton and Birmingham. Each campus has its own management, administrative and academic teams.

About Clarion

Founded in 1999, Clarion provides comprehensive IT, Voice & Data services to clients across a broad range of Industries, throughout the UK. Clarion offer complete technology solutions for Private and Public Sector organisations.



We specialise in the installation, maintenance and support of voice and data networks and systems. We also advise on and supply our clients with disaster recovery options, mobility solutions, cloud-based/hosted services, etc. We have partnerships with multiple hardware and software vendors and we are proud to be a Platinum Partner of Nfon for their Hosted Telephony Solutions.

The Starting Point



Communications is a fundamental enabler for LSST, for engaging with both its current and prospective students. Without a reliable telephone system, the school simply cannot operate effectively – staff cannot call students that need support, and the marketing team cannot engage prospective students, which it must do in order to keep the school profitable.

Previously LSST's communications systems were based around a Sangoma PBX solution with a mixture of ISDN30 breakout and FTTC back-up, deployed across its campuses in London, Croydon, Luton and Birmingham.

The system was extremely expensive as LSST was being charged for each call. It was also highly unreliable as LSST suffered at least one outage every two months, which could last as long as three days.

As well as the high cost and undependability, it also required a lot of manpower to maintain – updates had to be applied manually and discs had to be replaced, otherwise they would get full and the whole system would go down.

LSST recognised the benefits of shifting to a hosted telephone system, and it engaged Clarion to handle the switchover, which would be to the NFON Cloud Telephone System.

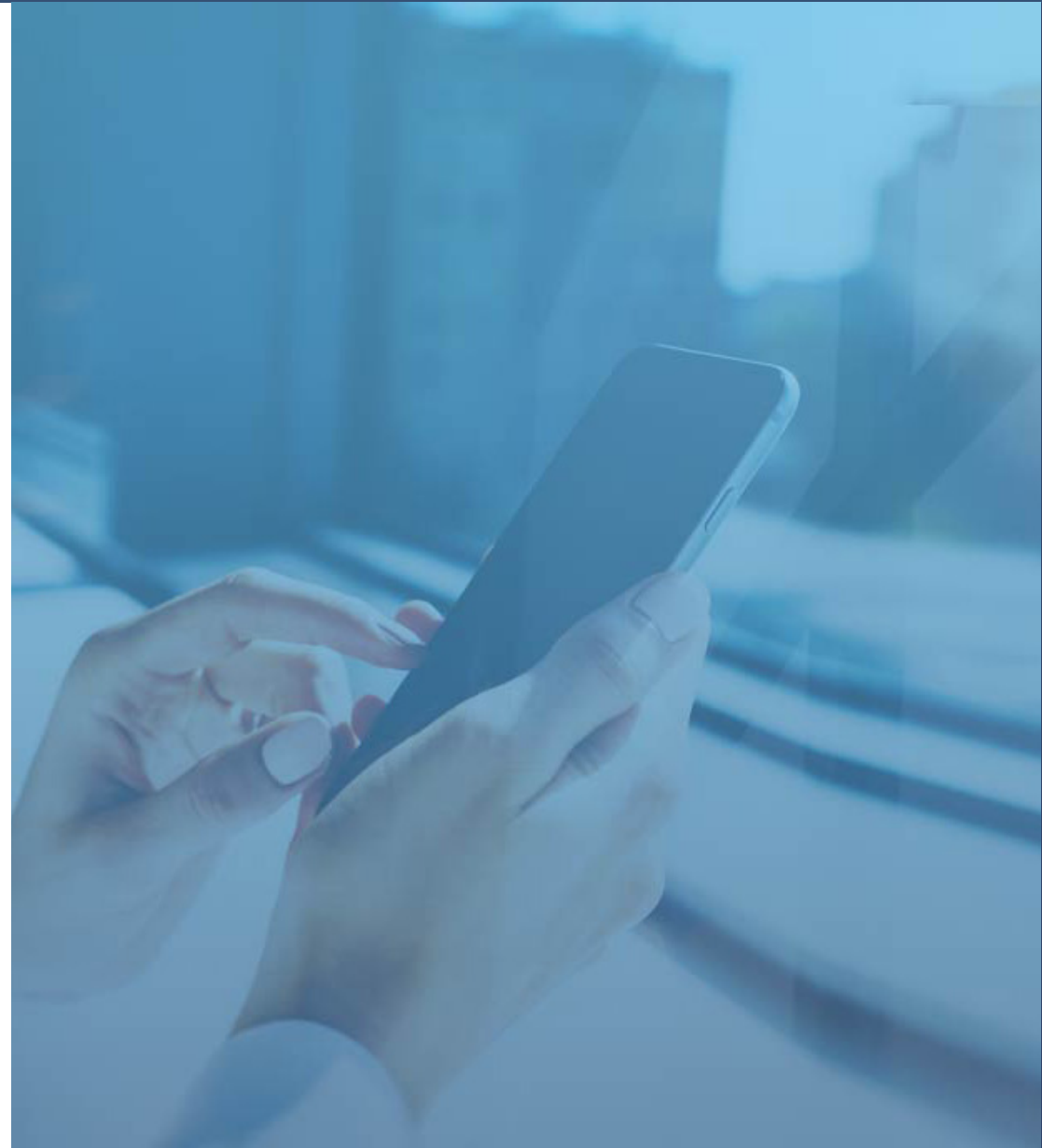
The New Proposition:

By choosing our NFON Hosted Telephone solution, LSST would be able to immediately minimise its upfront costs, replacing these with a per user monthly subscription. This removes any charges associated with ongoing maintenance.

The calls would be delivered over the data connection and the local numbers associated with each campus would be ported onto the NFON platform.

By opting for a NFON Business licence, each LSST user would receive:

- A free handset
- 2,500 minutes of free calls to landlines and 2,000 minutes of free calls to mobiles
- NFON Mobile application and softphone
- Access to the Ncontrol PC management application
- Call Management Functionality
- 50 User audio conference bridge



The Benefits

As well as the call cost savings, additional benefits of the new system includes its mobile integration, e-Fax and call recording functionality.

Mobile users can access all the functions of their telephone system via their smartphone. Through an app, users can make and receive calls, no matter where they are and this works across WiFi, 4G, 3G and 2G areas.

The application can be deployed across employees' own personal mobiles to place calls through the NFON Mobile app, which displays the company phone number as opposed to the personal mobile and charges the calls to the corporate NFON account. Calls can be transferred from the mobile application to internal extensions.

Through NFON's NRecording solution, users can record calls as needed, providing LSST with important call information for quality assurance. It is customisable by extension and recordings can be sent in .wav or MP3 format via email.



“One of the biggest issues with our old telecoms system was the volume call charges. It was clear that there would be significant cost savings to be made from the elimination of the call charges and the ISDN rental.

However, from engaging Clarion and reviewing the NFON UK Cloud Telephone System, I realised that there were a host of additional benefits and that it would be a seamless installation process, given that it's basically plug-and-play!”

WALIUL ISLAM,
NETWORK MANAGER,
LONDON SCHOOL OF
SCIENCE & TECHNOLOGY

The NFON cloud telephone system delivers London School of Science & Technology the following benefits:

- An enhanced telephony service at a reduced cost compared to its old service provision with projected monthly savings of £1,600 , over a 3-year term
- 160 new Yealink desk-phones and one new Polycom conference phone enabling all desk-based staff access to 150+ advanced PBX features as standard
- Rapid implementation of fixed-mobile convergence (FMC) capability to all mobile users. In fact, many employees use the NFON app on personal mobile devices at no extra cost
- Heightened agility to cope with future upscaling/downscaling requirements
- Over 160 user licences deployed in total
- Improved continuity of student service delivery in the event of disaster scenarios, thanks to fully cloud-hosted telephony services with contact centre capabilities
- Successful rollout and user adoption supported by the ease-of- use of technology and NFON's familiarisation material
- The move away from premises-based infrastructure to a cloud-based telephony service, plus the introduction of new conferencing and collaboration tools, reduced the school's carbon footprint from the perspective of both energy consumption and travel to meetings

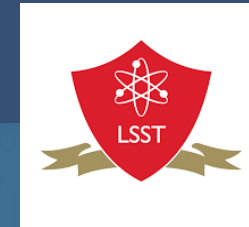


Delivery timescale

As part of its proposal, Clarion provided a robust implementation plan to support the school's transition to its new NFON service in a manner that mitigated risk of change and reduced the transition cost.

Clarion completed a site survey prior to the deployment of the solution to check that the network infrastructure currently in place would support the NFON platform.

Installation was completed on time and LSST is now experiencing the varied cost and efficiency benefits of shifting to hosted telephony. Clarion offer a fully project managed deployment or self-install option for the handsets.



“Given the complexities of the previous telephone system I wanted to implement this new system myself. It was no mean feat given the number of users and campuses I manage, but I was confident given how intuitive and simple a trial handset was to set up.

I followed the Self Survey Checklist, connected the handsets to the network, configured the network and it all worked seamlessly. The cost savings are just phenomenal, and the system is much easier to maintain, which means I have saved a significant amount of time, so I can spend my time on more strategic work that adds value to LSST.”

**WALIUL ISLAM,
NETWORK MANAGER,
LONDON SCHOOL OF
SCIENCE & TECHNOLOGY**