

3CX Provides Mayfield School with Future-proof Comms Upgrade

Mayfield School found themselves with a phone system that was hosted in a data center about to be decommissioned. With only three months to find a suitable replacement, they turned to Clarion Communication Management to fit them out with a modern, future-proof system.

The Challenge

With a hosted phone system that was soon to be decommissioned along with its data center, Mayfield School needed to quickly find a new solution. They wanted a system that could offer the same level of functionality as their previous Cisco®* system but with additional enhancements that would suit their evolving needs. Despite their high-level criteria, they also needed a complete solution that would be simple to use, flexible, scalable, and most importantly affordable. What's more, as the school operates across two sites, it was crucial that the new system be completely reliable and easy to deploy at multiple locations. Staff need to be able to respond quickly and keep all lines of communication open at all times, whether with other staff members, parents, or carers. In a nutshell, Mayfield School was looking for a phone service solution for its 80+ existing users, that could:

- Increase overall system efficiency.
- Standardize telephony across the MAT (Multi-Academy Trust).
- Reduce costs and improve functionality.
- Facilitate broadcasting for emergencies.
- Offer scalability for future expansion.

3CX Offers a Solution

Up against four other telecommunications providers for tender, Clarion knew that 3CX was the right solution for the school's needs. The situation was time-sensitive and required that the new phone

system be rolled out without disruption. Not only could 3CX be deployed seamlessly in a matter of hours, the ease of use and management meant that employees could easily adapt to the new apps and features without any learning curve. What's more, the system was sure to be future-proof for the school, reducing costs, providing the latest technologies, and offering an incredible level of scalability.

Having previously worked with 3CX Partner Clarion, IT Operations Manager Aron V Davies knew the school could rely on them to provide the best solution. After testing 3CX offsite and learning about its various benefits and cost-savings, the choice was clear.

The project, involving a PRO license and on-premise deployment, was completed in one month. In addition, the school was able to utilize its existing infrastructure and devices for further cost savings.

Mayfield School Case Study

"In the end, we went for the best value and best technology. The choice was obvious because the simplicity, features and cost-effective capabilities of 3CX really stood out."

Aron V Davies, IT Operations Manager, Mayfield School

The Results

Mayfield was delighted to have their Cisco® system replaced before the decommission deadline, allowing for continued service across sites without downtime. In addition to continuing with the same functionality they were used to, they welcomed numerous additional features and benefits. In particular, the school was relieved to have easily deployed the smartphone apps, and have extensions provisioned remotely during the Covid-19 lockdown. Mobility and productivity saw significant improvements as they could now easily access all channels of communication from wherever they were located. Feedback from staff has been favorable, so much so that the school now plans to roll out 3CX across the Academy Trust.

Other benefits and challenges that Mayfield School observed were:

- Overhead paging integration with third-party tannoy system
- Free calls to UK landlines and mobiles.
- No per extension pricing.

- Easy and cost-effective setup.
- Inclusion of call recording.
- Inbuilt disaster recovery.

The Customer

Mayfield school logo

Mayfield School is an educational institution based in Birmingham, UK. The school is for children and young people aged 3-19 who have a range of learning difficulties and is part of the Educational Impact Academy Trust. Mayfield works with numerous other schools, businesses, and charities in the community to create an inclusive and positive learning environment that is beneficial and supportive to everyone.

The school uses its connection to the community to broaden the curriculum on offer as well as providing pupils with regular educational and social outings. With around 300 pupils across two different sites, Mayfield School is ardent about offering individual focus to each child, making them one of the leading educational providers for special needs children in the region.

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