



IBAT College Case Study

“ Blueface were given the task to develop, supply and support a fully Managed Hosted solution for IBAT which they did with an extremely high level of professionalism the project was on time with full commitment from the project manager who kept all parties informed and up-to-date on a regular basis. We found Blueface to be very understanding, helpful and transparent with first class training and ongoing support. Apart from the huge cost savings in the region of 80% we will get with Blueface, IBAT College is now fully equipped with a business grade phone solution.”

SHANE ORMSBY

Founder and Director for IBAT College

The Company

IBAT College Dublin is an Irish Higher Education College, providing internationally accredited programmes in Business, Accounting, Management, IT, Design & English Language. Founded in 2004, the college has grown steadily by offering a professional service with an emphasis on career orientation.

IBAT College Dublin has two campuses located across Swords and Temple Bar, in the heart of Dublin. IBAT offers full and part time courses at skills, degree and masters level with over 2,000 students and 120 staff. The IBAT MBA program is awarded by the University of Wales and the college has also recently partnered with Global University Systems (GUS) one of the largest private educators in the world.

The Challenge

IBAT was introduced to Blueface through our broadband partner Host Ireland with the hope to make savings from their current provider while also receiving a first class phone system and support. IBAT required a fully scalable, flexible and redundant solution with business quality features and services to meet the ever growing demand of their need to communicate not just locally and nationally but internationally to offer a professional service to their customers.

IBAT required a quality phone solution which had the flexibility and feature set that a progressive and professional college typically demands. One of the major challenges was the high level of seamless transition required and that down time was not an option when switching to Blueface. In summary, IBAT required a carrier grade fully reliable solution, site transition management covering full project deployment and transition within 6 weeks.

The Solution

- Blueface project team met with IBAT to discuss their requirements and their existing setup, after careful and thorough collaboration with IBAT to ensure all their demands and expectations will be achieved a solution tailored to IBAT's needs was proposed, the Managed Hosted solution.
- Blueface provided a fully Managed Hosted solution that is supported from end to end and also the call traffic to ensure IBAT's telecoms running costs are kept to an all-time low.
- Bespoke development of the Managed Hosted solution addressing IBAT's requirements including call management functionality, call conferencing, call routing/hunting, real-time billing, call reporting, remote support, onsite installation and training provided to ensure IBAT is familiar with the new solution.
- Installation, Support and Deployment of Panasonic UT range of IP business grade phones and conference phones in the academic environment and provisioning via Panasonic's European Provisioning Server solution.
- Provide IBAT with full ongoing Support and Services and their own dedicated account manager.