



St. Patrick's College Case Study

“ With over 35,000 calls in any given month, St. Patrick's College required the utmost reliability in any new phone solution adopted. Blueface emerged as the clear choice after evaluating all providers based on price, quality, equipment used, expertise of assigned team, implementation plan and support/maintenance services. The new capabilities that the Blueface solution delivers combined with the cost savings has meant this project delivered on all of our initial goals. ”

ARIA POUR
Project Lead & IT Manager, SPD

The Company

St. Patrick's College Drumcondra (SPD) was established in 1875 and is the largest primary teacher training college in Ireland. Over 2,600 students take courses in Education and Humanities at undergraduate and postgraduate level.

SPD is in the process of merging with Mater Dei Institute and Church of Ireland College of Education along with Dublin City University (DCU) as part of the DCU Incorporation. This development will create a world-class Institute of Education based on the existing Drumcondra campus of 27 acres.

SPD had recently announced a €40 million investment for new buildings on campus to cater for the growing student population, predicted to rise to 4,000 and the future needs of the college.

The Challenge

SPD was undergoing an expansion of staff as well as buildings throughout the campus. When deciding on how best to connect these new users to the existing phone system a full review was done on the communication requirements of the college. As part of this review it became clear that the 25-years old Nortel Meridian Option 11c PBX was not sufficient of meeting SPD’s needs and was no longer supported by the manufacturer. This PBX was regarded as end of life, which meant security patches and replacement parts were concerns of the IT team in SPD.

The old phone system had limited functionality with no caller ID, no music on hold, no call conferencing, and other key pieces of functionality a normal business would expect. Any new users, phones moved in the building or phone changes required on an on-site visit that was a time consuming process that required payment for each change made.

SPD were looking for a fully managed solution that took advantage of the latest communication technologies on the market. Their key project goals for a new phone solution were:

- | | |
|--|-----------------------------|
| 1. A future proof solution - fully managed | 4. Significant cost savings |
| 2. Ease of use for all staff | 5. Scalable to 4,000 users |
| 3. An enhanced user experience | 6. A seamless switchover |



Replacing Legacy Infrastructure



The Solution

Audit

SPD went to a public tender for a new phone solution. After a competitive proposal, Blueface was awarded the contract as the winning provider.

An audit of SPD's site checked for:

- Connectivity set-up
- Rackspace in comms. room
- Cabinet space for new switches
- Spare LAN cabling points for each desk
- Patch panel cabling was active and fully operational from floor point to switch
- Connectivity from HeaNet and another provider
- Evaluation of various user group requirements
- Integration plan of security radio system with the new phone solution

Solution Design

Blueface's set-up delivered a unified communication solution with mirror architecture.

This consisted of: An audit of SPD's site checked for:

- 2 x Broadband connections
- 2 x Router / Firewalls
- 2 x Unified Communication Servers
- 28 x PoE switches
- 300 x handsets

Blueface partnered with Panasonic to supply SIP phones depending on user type and needs including the UT 670b, UT 133b and UT 113b handsets.

New Functionality

Some of the new functionality and features now available to SPD:

 DISPLAY SCREEN	 CALLER ID	 FOLLOW ME	 SPEAKER PHONE	 VOICEMAIL TO EMAIL
 RING GROUPS & HUNT GROUPS	 TIME OF DAY CALL ROUTING	 AUTO ATTENDANT / IVR	 CALL ANALYTICS	
 CORPORATE PHONE DIRECTORY	 CALL LOG OF RECENT CALLS	 PRESENCE MANAGEMENT	 CALL CONFERENCING	

Results



FUTURE PROOF INFRASTRUCTURE

A fully managed solution supported by Blueface engineers and a dedicated account manager has now de-risked the communications setup for SPD. Covered by a proactive and responsive SLA, the phone service is now well supported.



SPEED OF CHANGE

Any personnel changes will not be hampered by delays with phones as any new additions, name changes and other modifications to the setup are easily made remotely.

70%

COST SAVINGS

Call savings have dramatically reduced with a 70% reduction in call costs and line rental fees.



PRODUCTIVITY INCREASE

With the new functionality available, staff can now experience enhanced mobility around campus and beyond to allow them keep up to date from wherever they are with voicemail to email.

About Blueface

Blueface is an Irish-owned telecoms provider for businesses, founded in 2004. Blueface is the leading cloud-based landline and mobile services. With a plug and play service for SMEs and fully managed services for corporate customers, Blueface is focused on delivering real savings through the use of ground-breaking technologies.

CONTACT

To discuss your business' telephony requirements please get in touch with us for a free consultation.

Email: sales@blueface.ie

Call: 01 524 2000

CONNECT

