

Birmingham Metropolitan College moves into Unified Comms with Midland Telecom



Birmingham Metropolitan College

The Customer

Birmingham Metropolitan College (BMETC) was formed as amalgamation of the old Sutton College and Mathew Boulton College in Birmingham City Centre in 2008.

It's the city's largest network of Colleges including, Birmingham City Centre, Sutton Coldfield, Great Barr plus a selection of more than 14 other smaller sites.

When they decided to revise their communications infrastructure, Midland Telecom was asked by Siemens to assist due to our vast local knowledge and experience in the educational sector.

Their Needs

BMETC needed a single supplier to take responsibility for the entire project including the support and replacement of a variety of existing systems during the transformation.

In the Birmingham Metropolitan College there was only a rudimentary network to work with and with approximately 17 separate sites.

Midland Telecom were selected as the best telecoms supplier to face this significant challenge to maintain and transform the different telephone systems, wiring and network set ups.

The Solution

Midland Telecom provided a new Unify OpenOffice UC platform. This offered them the single upgradeable and expandable UC platform they required.

“We've worked with Midland Telecom for nearly 10 years and have no hesitation in recommending them to anyone.”

Matthew Nicholson, Head of Technical Services

Implementation

BMETC had previously worked with Midland Telecom for six years managing the incumbent Siemens HiPath solution, so they were aware and happy with the support provided.

The telephony upgrade was planned over the Easter two week break, and was deployed on time and on budget, with no effects on the running of the colleges.

An effective training plan was managed for BMETC alongside this deployment to reap the benefits of the new system. Further large expansions to encompass Stourbridge and Brierley Hill sites were deployed in 2013.

Key Benefits

- ✓ A single Unified Comm's platform across all their sites
- ✓ Full Unified Communications features
- ✓ Apps for Mobile users
- ✓ Presence based software
- ✓ Single company providing all Comm's services
- ✓ Fully featured Contact Centre



Partnering with Midland Telecom

Matthew Nicholson has worked with Midland Telecom for more than 8 years stating: **"I've always found Midland Telecom to be a competent, easy to work with supplier, who have assisted in our growth plans with ease and professionalism."**