

University College earns First Class Honours with new Communication System



University College Birmingham (UCB)

The Customer

UCB is home to 7,500 students and is renowned as a bastion of educational excellence, with origins dating back to the 19th century.

University College Birmingham (UCB) is a respected provider of first class teaching and learning programs in four of the main curriculum areas.

They are specialized in the areas of Food, Bakery and Hospitality, Childcare and Education, Hair, Beauty and Complementary Therapies, Sport and Tourism.

Their Needs

In increasingly competitive higher and further education arenas, for UCB, communication plays an equally important role as its academic credentials.

As thousands of calls are handled each week from students around the world, UCB needed a reliable telephone communication system.

University College Birmingham chiefs knew that in upgrading their telecommunications platform there could be no margin of error.

The Solution

UCB invested in the NEC SV8100 system with 450 IP extensions together with a dedicated receptionist software package (UC for Business Operator Console Lite).

“We didn’t want a cumbersome replacement, but something that the staff would quickly embrace.”

Amin Pradhan, Assistant Principal

Implementation

The UC for Business Operator Console Lite displays real-time call activity, telling the operator who's calling, who's available to take the call, and who's busy.

An NEC MyCalls Desktop CTI application suite is also being used – offering significant time savings and productivity gains including speed dials, incoming call screen-pops and easier call control.

The majority of the installation was carried out on a Saturday and went without any major issues, leaving the Sunday for testing and troubleshooting.

Key Benefits

- ✓ Replacement of over 400 headsets on four different sites
- ✓ New IP technology
- ✓ Feature-rich, flexible system
- ✓ Significant time savings



Partnering with Midland Telecom

Amin concluded: **“We expect high standards from our suppliers. In the case of Midland Telecom they have been tremendous from start to finish - making a potentially very stressful situation completely pain free. We knew that changing the phone system was a big project that could have disastrous consequences, but everything ran very smoothly. It’s been a resounding success.”**