



Mitel Customer Snapshot: **KIRKLEES COLLEGE**

Overview

Kirklees College is a further education college offering a wide range of courses and study options to students of any age and background. The college was founded in 2008 as part of a merger between Dewsbury College and Huddersfield Technical College.

With 6 bespoke centres across the Kirklees region from 2 main centres based in Dewsbury and Huddersfield, Kirklees College is one of the biggest colleges in the country. It boasts over 15,000 students across full time study, apprenticeships and part time courses.

Situation

Kirklees College previously had their Mitel MiVoice Business telephone system maintained by another provider but decided they needed a new telephony partner who could offer long term advice, fast service and reliable support.

Mitel expertise was required in order to ensure telephony was fit for purpose and able to deal with changing college demands, including flexible call routing and improved response times for incoming calls as well as mobility within the college grounds.

Requirements

To provide reliable support for their existing Mitel telephone system and a technology partner for future requirements.

Profile



Location:

Huddersfield, Dewsbury

Industry:

Education

Organisation Size:

900 employees

Website:

www.kirkleescollege.ac.uk

Right from the first conversation with 4Sight Communications, over 3 years ago, I knew that their expertise with Mitel would give the college and myself the peace of mind that our system would be in safe hands.

HEAD OF IT, KIRKLEES COLLEGE



For more information about 4Sight Communications please visit www.4sightcomms.com

Solutions

- 4Sight carried out a technical review of the estate which highlighted some critical issues that needed to be addressed, including security flaws, outdated system software and produced a technology roadmap for the future to deliver enhanced functionality.
- The estate was upgraded to the latest level of software, secured and patched in line with Mitel recommendations. Unnecessary items were removed from software assurance which helped to significantly lower TCO.
- 4Sight Monitor fault and performance management software was implemented to monitor and manage Mitel business communication system performance.
- The college's ISDN lines were replaced with SIP to allow centralised call handling and reduce the locations where hardware was required.

Results

Mitel estate is now able to support the college's telephony requirements effectively



Enhanced security and responsiveness

SIP has increased resilience, minimised call charges and increased flexibility



Reduced total cost of ownership



+44 (0)20 3668 0444



www.4sightcomms.com



info@4sightcomms.com

