



CASE STUDY – EDUCATION

GENAZZANO

Comscentre Passes with Flying Colours

The Business Challenge

As the landscape of the Australian education system continues to change to meet the evolving requirements of tomorrow's business and cultural achievers in today's class rooms, Genazzano FCJ College found that their older PABX phone system was not only unable to handle the new breed of technology available, but was placing too great a pressure on maintenance and operational budgets which could otherwise be allocated to educational resources or developments which directly benefited their students.

Additionally, with curriculums expanding to suit the diverse range of subjects available today, and an increasing number staff teaching niche subjects in flexible formats, there was increasing demand for a system which would adapt to this more flexible format and remain adaptable to expansion or further staffing and structural changes in the future.

"These days it's no longer just about the 'three R's', we're teaching an incredibly broad range of specialist subjects to ready our students for life in today's world" says Genazzano FCJ College Business Manager, Mark Glover. "Ensuring that staff can maximise their productivity and not be burdened by poor technology tools is a critical objective of the College."

"We found that not only was our previous telephone system unable to scale up to suit the increasing communication needs of our teaching staff, but we were literally running out of options to support the growth of staffing numbers and development of our office facilities."

The Solution

Genazzano engaged Comscentre to create an IP telephony solution which would not only reduce the operational costs of the organisation, but would be both flexible enough to suit the new educational landscape they were experiencing/witnessing and scalable enough to see them well into the future.

"What Comscentre came back with was right on the mark" explains Mr Glover. "Not only has the upgrade to IP telephony enabled us to cut our ongoing communications costs across the business,

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the new system has proven itself to be readily scalable, either up or down, as the needs of our institution arise.

“The aspect which perhaps impressed us the most though, is the way in which Comscentre solved our issue of convenience and efficiency for a growing contingent of faculty members.”

The Comscentre solution addressed the underlying requirements of Genazzano FCJ College by establishing a series of virtual profiles which can be accessed by simply logging in from any available handset within any office, faculty lounge or shared work station across the campus. By logging in with a PIN number, the phone takes on the profile of the staff member, giving them full access to any of their account features including voice mail messaging and outgoing caller ID display. The flexibility this provides to Genazzano allows the organisation to focus on the growth and development of their educational and extracurricular programs, without ongoing worries of how their communications support system might keep up with their fluctuating requirements.

The Results

Flexibility and scalability

By centralising Genazzano’s IP telephony infrastructure through a fully supported and managed solution, Comscentre has empowered the College with full and easy control over the scaling up or down of their network as and when required by fluctuations in faculty member numbers.

The solution’s design has created a highly flexible and fully scalable solution, with Genazzano now able to quickly and easily add or remove staff profiles themselves, or through the Comscentre support team should they prefer.

“Comscentre’s solution which enabled us to add profiles for a wide range of operation needs including ‘hot desking’ and their solutions were perfect for us. It met all of our requirements for a new telephony system and exceeded our expectations in terms of allowing us to support the growing communication demands of our College.”

A more robust network infrastructure

Comscentre deployed industry leading Cisco IP technology across the Genazzano campus, creating an immediate and noticeable difference for users in terms of both the ease of operating the system and handsets, as well as in the voice quality on calls.

“Cisco is simply the best telephony equipment available and it uses technology which transfers data packets more efficiently, prioritising each packet accordingly. This allows for a guaranteed quality

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of service for voice transmissions” explains Comscentre Senior Network Engineer, John Kennedy. “The Cisco solutions we roll out to customers are state of the art and have full redundancy backup systems built in. This means added peace of mind for any business, especially in today’s business environment where there is such a heavy dependency on communications, no business can afford for their systems to go down unexpectedly.”

Lower costs

Comscentre’s solution created immediate cost savings across Genazzano’s monthly operational expenses once the College transitioned onto a centralised IP network. Adding to this was the further reduction seen across the board in call costs thanks to the competitive rates offered through Comscentre’s tail agnostic national network.

“Even greater cost savings will be seen over the longer term once you consider the implications this communications system has on our ability to quickly and easily expand our telephone needs via the ongoing flexibility of the system that will support increasing staff numbers, whilst focussing on the new niche areas which are in demand by today’s business community, without the need for the costly redevelopment of our facilities.”

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