

CUSTOMER EXPERIENCE



ABOUT MOWBRAY COLLEGE

What: An Australian independent educational college catering for students from pre-school to year 12.

Type: Education

Location: Melbourne, Australia

Configuration: Three campuses on the western edge of metropolitan Melbourne, and a fourth located near Shanghai, China.

Website: www.mowbray.vic.edu.au

CUSTOMER NEEDS

- Reduce ongoing technology support costs
- Improved call handling for teachers and administrators
- Integration of communications system with Microsoft applications

“Mitel has helped us to get more from our IT budget, while making it easy for us to grow in the future.”

– Daryl English, Head of ICT Services,
Mowbray College

Mowbray Unifies Communications Across Campuses with Mitel

Daryl English believes that effective communications tools can help schools improve their productivity. English is the head of ICT Services for Mowbray College, a large independent educational college catering for students from pre-school to year 12. Mowbray College has three campuses on the western edge of metropolitan Melbourne, and a fourth located near Shanghai, China.

Approximately 1,500 students are enrolled across Mowbray College’s campuses in Melbourne, with a total of 200 teachers and administration staff. IT operations are run from the Melton campus with teaching facilities spread across the campuses. An added challenge is that some subjects are only offered at a single campus, resulting in some students travelling via bus between campuses. This means constant communication between teachers, staff, and students across all campuses is crucial.

English explained, “Our previous phone system used to have a PABX at each site with very simple call handling. Few of our staff had their own phone extensions, so calls were routed to areas rather than people. This led to significant staff time being spent manually picking up calls and taking messages. In addition, the system was expensive to run and expensive to support across our multi-campus environment.”

The Solution

To reduce ongoing costs, and improve communications between campuses, English decided to migrate to a centrally managed, IP communications solution. After going through a formal tender process, English found that Mitel®’s solution offered the ability to significantly reduce costs, while giving the flexibility to easily grow in the future.



SOLUTION COMPONENTS

- Mitel Live Business Gateway
- Mitel 3300 IP Communications Platform (ICP)
- Mitel IP phones

RESULTS

- Reduced ongoing support costs
- Phone extensions for every teacher, with automatic call handling
- Integrated voice and email communications, with single automated directory

A single Mitel 3300 IP Communications Platform (ICP) located at the Melton campus was chosen to handle all voice communications across the Australian campuses, replacing three traditional PABX systems. Servers and applications were upgraded, and moved to a fully managed co-location facility, linked to the campuses via a high-speed fibre network.

In order to improve staff productivity, teachers and administration staff now have dedicated phone extensions and voice mail. The automated school staff directory can be accessed directly from each phone, or via computer. The phone directory is automatically synchronised with Microsoft® Active Directory®, which controls all access to computers and applications.

English explained, "Whenever a phone used to ring, our staff would have to stop working and spend time taking messages for colleagues. Our unified communications solution has helped us to greatly reduce that wasted effort, and helped us to lift our productivity."

The entire Mitel IP communications solution has been integrated with Microsoft applications and Active Directory using Mitel Live Business Gateway, allowing the school to get the most from their existing investments in applications. The Microsoft Office Communicator softphone has been deployed for some users, allowing them to make phone calls directly from their computer to any Mitel phone handset, as well as make calls to external phone numbers.

Additionally, voice mail messages are now accessible via Mitel handsets or via Office Communicator. The softphone is able to make IP phone calls from any Windows computer, allowing staff to work more effectively from home.

English continued, "Mitel has helped us to get more from our IT budget, while making it easy for us to grow in the future. Our Mitel solution has allowed us to centralise the management of our IP communications and seamlessly integrate our phones with our Microsoft applications."

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