

Case Study

Arndell Anglican College



SNAPSHOT

Client: Arndell Anglican College

Location: Oakville, NSW

Staff: 90 staff and over 800 students

MyNetFone Products:

- 20 SIP Trunks
- New block of 100 Direct-in-Dial numbers (DIDs) and hosting thereof
- Porting of existing PSTN numbers to MyNetFone
- Additional features: Caller ID Overstamp, Follow Me

Arndell Anglican College is a co-educational Primary to Year 12 school located in Oakville and is a member of the Sydney Anglican Schools Corporation. Arndell Anglican College recognises that technology plays an integral part in modern teaching and has therefore made a significant investment in the school's long-term IT strategy.

MyNetFone's SIP Trunking service has enabled Arndell Anglican College to benefit from increased efficiency and improved service levels, while saving 50% off their monthly phone bills by reducing call costs and line rental fees.

CHALLENGE

As a school, Arndell Anglican College needed to provide efficient and reliable telephony services to parents. As they upgraded their data network in line with their long term IT strategy, they also decided it was time to upgrade their telephony system.

The daily communications between teachers and parents was being hampered by their old Commander PABX system which had a limited number of lines and limited features. With no call transfer or voicemail features, staff were reduced to taking notes on paper and passing messages around by hand. Arndell Anglican College were therefore, unable to transfer calls to the right locations in a time-efficient manner, which affected the school's ability to provide a high level of service to the community. At the same time, they found that their call costs were increasing which led them to look for alternatives.

SOLUTION

Arndell Anglican College chose MyNetFone to update their telecommunications services to meet their daily communications needs and minimise the school's phone costs. This was done in partnership with Vertel, Arndell's data provider, who provided a dedicated link for the carriage of IP data and voice traffic, ensuring Quality of Service.

The solution includes three aspects:

Service

MyNetFone provides a 20 SIP trunk service and an additional block of 100 Direct-In-Dial numbers (DIDs). MyNetFone also ported some of Arndell Anglican College's existing PSTN numbers.

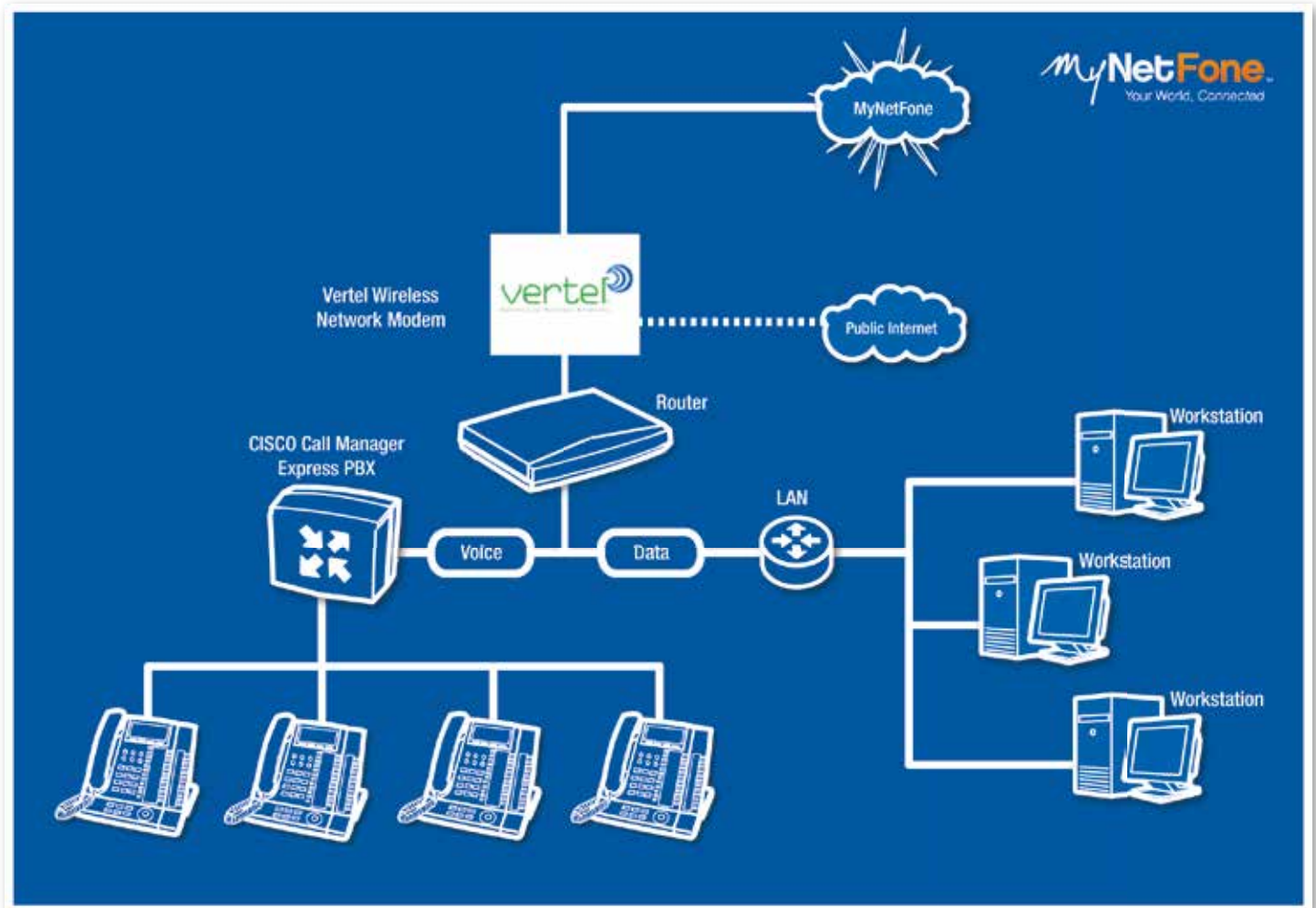
Products

In addition to the services above, MyNetFone also provided additional features such as 'Follow Me', to redirect incoming calls in case of PBX failure and 'Caller ID Overstamp', displaying the school's original PSTN number on outgoing calls.

Quality of Service

Arndell Anglican College's data provider, Vertel provided the college with separate VLANs for voice and data. A direct peering arrangement between MyNetFone and Vertel was established via a Layer 3 connection integrating Vertel's network with MyNetFone's network. Coupled with MyNetFone's core network capability, Arndell Anglican College benefits from Quality of Service with voice traffic staying on-net and avoiding the public internet.





RESULTS

- Number of lines increased from 5 to 20, while still saving about \$1000 per month (or 50%) off their phone spend.
- Savings on phone spend reinvested into other IT upgrades, ensuring the school stays at the forefront of modern teaching technology.
- Improved service levels with a more professional approach to voice communications as a result of enhanced features and an increased number of lines, making it easier for parents to reach teachers within the college and for messages to be delivered.
- Guaranteed Quality of Service through voice traffic prioritisation and direct peering between MyNetFone and Arndell Anglican College's data provider, Vertel.



"We wouldn't hesitate in recommending this solution... we've saved about 50% off our phone bill, the call quality is fantastic and the service that we're getting from MyNetFone is extraordinary."

**Rohan Smith, Head of IT Services,
Arndell Anglican College**

To find out more about SIP Trunking and to watch a video of Rohan Smith, Head of IT Services at Arndell Anglican College talking about how SIP Trunking has benefited the school, please go to:

www.mynetfone.com.au/business

To find out more about SIP Trunking,
call us today:

1300 733 995

www.mynetfone.com.au/business

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