



Success Story

Unify helps South Staffordshire College transform the way over 10,000 students and more than 900 staff work, engage and collaborate.



Multi-site OpenScape Business deployment delivers cost savings and new ways of working to the innovative College.

The Task

South Staffordshire College, the most successful college in Staffordshire, supports over 10,000 students and more than 900 staff members. The College is embracing technology to enable a transformational learning experience and is the first to implement a 4D immersive learning environment. In order to enhance their infrastructure, they also required dynamic communications platform that would be both functional and future-proof. The College required a communications system that could equip employees and pupils with the tools needed to work the way they wanted.

Due to the geographic diversity of the organisation, the new site required a standardised infrastructure that would enable the College to make efficiency savings and allow staff to work more productively. It was also important that the communications and collaboration system selected could integrate with some existing infrastructure.

The Solution

Unify partner, Midland Telecom, worked closely with South Staffordshire College to identify the best possible solution to deliver positive business benefits and keep the College at the forefront of technology

Over a three month period Midland Telecom implemented the all-in-one solution, OpenScape Business. This enabled the College to streamline both its communications processes and technology. It also allowed the College, with the help of Midland Telecom, to upgrade an existing Hipath 3000, to OpenScape Business, providing the college with additional cost saving and increasing the value of its investment.

As part of the agreement South Staffordshire College also implemented web collaboration, mobile conferencing and presence technology, to all staff across its campuses - enabling new and more dynamic ways of working and helping to enhance productivity and collaborative working.

The Benefits

South Staffordshire have so far experienced a number of significant benefits from the implementation of Unify's OpenScape Business, as well as achieving their original goal of modernising their communications infrastructure, streamlining processes and cutting costs.

- Up to a thousand calls a day can be managed by a team in a number of different locations
- In addition, calls can now be handled during the weekend thanks to the introduction of the automated voicemail service
- The introduction of Unify's One Number Service is also greatly increasing efficiency by removing the barriers to collaboration between campuses.

Overview

South Staffordshire College, the most successful college in Staffordshire, has campuses across the county including Tamworth, Lichfield, Cannock and Rodbaston. As a leading education provider, the College offers full time vocational courses to students aged 16-19, as well as Apprenticeships, part time courses and university level qualifications.



Due to the disparate nature of the organisation, the new site required a standardised infrastructure that would enable the College to make efficiency savings and allow staff to work more productively, from all locations, in order to become a more agile organisation.

The College wanted to implement a future proof communications platform that would enable collaboration and encourage staff and students to embrace new ways of working.

Moreover, as a college that is constantly innovating, and that prides itself on delivering new ways of teaching, South Staffordshire College also wanted its new communication infrastructure to deliver video collaboration – helping it to compete with resources such as Skype and YouTube.

To address these objectives, the College required a flexible and scalable communication solution. A solution, that would not only deliver collaboration and but also improve call handling. Call handling is especially important in the Education sector, as there are immense efficiency savings to be made from connecting callers with the right people at the right time. This meant that the new communication solution would also need to enable the College to better manage the call queuing system

and allow staff to be contactable on one number regardless of site or device they are using.

The implementation

Midland Telecom worked closely with Jamie Smith, Director of Strategy and Infrastructure at South Staffordshire College to identify the right, dynamic, communications solution. Midland Telecom, proposed that Unify's OpenScape Business solution, the most flexible, unified and future proof Unified Communication and Collaboration (UCC) solution available today, would be the perfect fit for the College.

Working with Unify, Midland Telecom implemented the Openscape Business over a three month period, minimising disruption and ensuring that the new communications system could be deployed as soon as possible.

Working on-site directly with the colleges IT team, Midland Telecom ensure that the system delivered the right level of service for staff and students and ensured that in house teams at the college understood the implementation process for future maintenance.

Jamie Smith, Director of Strategy and Infrastructure at South Staffordshire College comments,

“OpenScape business is remarkably dynamic. Our staff can work from anywhere and still collaborate and engage with each other and our students. Each student studies in a way, time and place that suits them, on a device that suits them. The system's call handling capability is also saving us all a lot of time and additional work.”

“Overall, OpenScape Business has enabled our staff to realise their ambitions of finding new ways of working and teaching. At the same time it has helped us to future proof the College and its infrastructure – and deliver better, more connected services to current and prospective students.”

Jamie Smith
Director of Strategy

The future

Whilst South Staffordshire College has retained some of its original infrastructure, it has plans to move closer to a pure cloud solution. Due to the flexibility of Unify's OpenScape Business, this should not pose a problem for the College in the future.

Jamie Smith concludes, "Enabling new ways of working and encouraging broader collaboration is essential to us as a College if we hope to remain competitive in the market. Unify is enabling us to deliver a collaborative, flexible and dynamic communications environment that keeps student and staff engaged."

"Digital and technology is an enabler for everything we do, OpenScape Business gives our students and staff the freedom and flexibility to work the way they want. As a college who takes pride in our innovation we are extremely pleased with how Unify has contributed to our business operations."

Jamie Smith
Director of Strategy and Infrastructure
at South Staffordshire College

About Unify

Unify is the Atos brand for communication and collaboration solutions. At the core of the Atos Digital Workplace portfolio, Unify technology enables organizations of all sizes to transform the way they collaborate, creating a more connected and productive workforce which can dramatically improve team performance, individual engagement and business efficiency.

Unify products represent a strong heritage of technology innovation, reliability and flexibility. Their award-winning intuitive user experience can be delivered through almost any device and in any combination of cloud or on-premise deployment. Augmented by Atos' secure digital platforms, vertical solutions and transformation services, they set the global standard for a rich and reliable collaboration experience that empowers teams to deliver extraordinary results.

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