



## WOLGARSTON HIGH SCHOOL

Staffordshire

Ref:JA/phones

7<sup>th</sup> May 2010

Dear Colleague

### Featurenet 5000

I would like to take this opportunity to make you aware of how successful Wolgarston School has been in driving down our telecoms costs since moving away from featurenet.

Up until a year ago we depended heavily on featurenet. We found the running costs to be significant with limited functionality. As a school we needed to move forward. Our objectives were two fold. Firstly we needed to save money but we also placed great importance on the image we wanted to portray to the local community.

We needed to be able to:

- handle calls more efficiently and in a more professional manner,
- reduce the workload within the reception unit
- enhance our image generally to the outside world.

Featurenet has stood us in good stead for many years but this technology is fast becoming outdated and no longer offers the flexibility we need now and particularly in the future.

We have opted for a new stand-alone telephone system. This package has proved a great success as well as making us significant savings. We are extremely happy with our decision as it has enabled us to change the way we work internally and how we handle incoming telephone calls. Our call costs have also been reduced.

We opted for a locally based telecoms supplier (Voice 2 Voice) who, from start to finish, have proved to be extremely professional, delivered on all of their commitments and demonstrated a great deal of technical knowledge in guiding us to the right solution.

I would recommend this solution as a viable alternative to the Featurenet System.

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