

# Connecting staff with parents and keeping students safe

Case study – BTnet: Dedicated Internet Access

Treviglas Community College have always strived to help every student achieve their best. They needed new firewall solution for keeping students safe online and a network and phone system that could support parent and supplier relationships. With BTnet and IP Office, plus Smoothwall, they found their solution.

## The challenge

**Treviglas Community College in Newquay, Cornwall is home to over 900 students and 100 staff. With information technology used creatively in all subjects, a reliable network is essential to support lessons across the curriculum.**

What's more, every morning, the phone lines have to be ready for calls reporting absences. And with calls coming in throughout the day regarding the students, as well as the business of running the school, an effective phone system would make life much easier.

Unfortunately, the college was reliant on an out-of-date system that had been in place for 15 years. "It was frustrating," says Lorraine Hill, Finance Director. "The hardware was old, the technology was old and it just wasn't flexible for us." The college couldn't update or adapt the system for themselves.

There was also a problem with the firewall. It had one type of filtering for the whole college, which was difficult to manage. "When you've got students between 11 and 18, they have very different needs in terms of the access they require," Lorraine explains.

### Case study profile

College  
Over 900 students  
100 staff  
Newquay, Cornwall

### Challenge

To provide a flexible, manageable network that protects students and a phone system that provides a better service for every caller.

### Solution

A dedicated internet connection gave Treviglas Community College more control, with a reliable, adjustable firewall. A modern, flexible phone system, packed with features, can also be scaled up in the future.

### Products

IP Office 500 with 80 IP end-point licenses  
BTnet: Dedicated Internet Access with SIP support for voice calls  
Firewall security based on a Smoothwall solution

## The solution

**Treviglas College chose to install BTnet for a high speed, dedicated internet access. They also updated their phones to an IP Office system and had a Smoothwall security solution installed to protect their connection. “Now we have a future proof solution,” says Lorraine. “We’ve got the peace of mind knowing that our students are safe. The phone system is modern and the IT guys can be effective and do what they need to do with it.”**

The phones now have features like Auto Attendant, Caller Display and easy transfers. “We can set up the dial-in routes ourselves now,” says Lorraine. “As people move around, things need changing, and we now have that flexibility.” They can also press a button to direct incoming calls to a mobile, in case of an emergency.

Choosing to add new Smoothwall technology means students are free to access the internet safely and staff can easily make changes. “Now the filtering can be bespoke to what each student needs,” says Lorraine. Internet activity is reported back to the team so they’re always aware of the sites being accessed.

“Previously we had to fit our needs around the system, whereas now we can fit the system to our needs.”

**Lorraine Hill,**  
Finance Director at Treviglas  
Community College

## The result

**With an updated phone system and a new network, it’s easier for staff to manage the system themselves, and there’s greater peace of mind knowing that students are better protected online.**

BT worked with Treviglas Community College to provide a new network that could cope with the demand of the students, whilst monitoring their internet usage.

The team at BT Local Business, led by Chris Nash, were able to step in when the old hardware failed, bringing installation forward by around 20 days.

Replacing their phone system has helped relationships with parents and suppliers by making it easier to get through to the right person every time.

Better yet, by replacing services from different providers with an integrated solution from BT, they’ve got a solution that meets their needs that’s also great value for money.

“BT delivered when they needed to – they went above and beyond. The engineers that came in really knew their stuff.”

**Lorraine Hill,**  
Finance Director at Treviglas  
Community College

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