

## Kings Monkton School

An independent school located in Cardiff, prides itself on further developing its staff and pupils whilst providing an exceptional learning environment.



### BUSINESS CHALLENGES









- The school telephone system had become outdated and no longer met professional requirements - largely due to limitations in the available features.
- The school recognised issues with older technology, particularly when handling incoming calls. The current setup consisted of just one phone and an answer system in place. As a result, an increasing amount of time was dedicated to managing voicemail messages and passing them on to the appropriate contact.
- To further enhance communication with parents, remote access was essential to update the phone system with announcements such as emergency closure.
- The school required modern, future-proof communications to improve daily operations.

“ SCG helped us with our new telephone system. We never thought how much easier some of the daily tasks, like keeping track of absentee messages, could be made. Important messages are kept up to date, even during the summer holidays. SCG made the entire process simple, as well as kept costs well within our budget.

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### KEY SOLUTIONS

-  **Central phone system:**  
All handsets connected with one phone system.
-  **Self-management:**  
Remote access to manually make changes to the system by using the simple web portal - such as announcing events, closures, and important information.
-  **Cordless handsets:**  
Can be contacted from a long-range distance such as the schoolyard.
-  **Auto attendant:**  
Automated attendant handles incoming calls and out-of-hours call forwarding.
-  **Dedicated voicemails:**  
Personal extension phone numbers with dedicated voicemail. Staff can now access their messages from any handset.
-  **Internal call transfers:**  
Calls can be transferred to any handset.
-  **Account manager:**  
A local manager oversees the school's account and conducts monthly reviews.
-  **Ongoing support:**  
The SCG team is always on hand for any queries.

Contact us today

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