



# Lily Systems

The Voice & Data Specialists

Integrating best-in-class IP solutions into client operations across the United Kingdom

IP Telephony | Video Conferencing | Fixed Line Services | LAN Solutions | Satellite Systems

Due to a geographical relocation and consolidation of four local primary schools in two new sites, the Beechwood School approached Lily Systems as they required a **multi-tenant telephony platform** to be implemented into their new premises, whilst **retaining their existing phone number range** and maintaining a high level of business continuity.



## Phase 1: Initial Installation – May 2010

Through early consultation sessions, Lily Systems were able to identify the need for an affordable and feature-rich telephony platform, offering basic telephony functions such as call transfer, presence and auto-attendants to allow a high level of flexibility when dealing with calls and contacting staff members.

Also due to the multi-tenant occupation of the new site by different units within the Plymouth LEA, there was a need for a high level of hardware and feature continuity between each units, yet a degree of operational independence that would allow the individual units to easily be identified.

Lily Systems recommended and assisted with the installation of a VoIPCortex 1U Rack Mount PBX with combination of Yealink T20 and T28 IP Phones. The ipCortex platform was chosen due to built-in feature-set that provided Enterprise grade features at a cost-effective price point and allowed for flexible call handling to increase the efficiency at which incoming calls could be dealt with through the use of auto-attendants e.g. reporting illness and speaking directly to a specific department.

Lily Systems also assisted with the migration of existing numbers onto a newly installed ISDN2 trunk that minimised the impact that relocation had on the operational efficiency of Beechwood School.



- Cost Effective IP Telephony
- Open Source SIP Technology
- Innovative, Feature Rich Telephony

## Phase 2: Ongoing Support – September 2010

Since the initial installation, Lily Systems have been able to provide itemised billing support for each individual cost-centre within the building and due to the high level of customer satisfaction and service, have been asked to take

over the support contract for a sister school, Oakwood Primary who recently had installed an Avaya IP Office 500 telephony solution.



- Collaborate more effectively & efficiently
- Centralised administration
- Unrivalled experience and expertise

*'Beechwood Primary School used the services of Lily Systems to install a comprehensive telephone system at our new school including full services for partner organisations within our premises. They offered advice on the most appropriate system to meet both our current and future needs and had good knowledge of their products.*

*Their staff were always very polite and helpful when dealing with our worries and queries no matter how small they were. We have now asked them to carry out some work at our sister school, Oakwood Primary and are looking forward to working with Lily Systems for many years to come.*

**Carolyn Howells, Business Manager, Beechwood Primary School**

## About Lily Systems



Lily Systems, the Voice & Data Specialists bring together a team with over twenty years experience in IP Networking and Communications. With the goal of bringing the most advanced technology on the market for converged IP applications and unified communications solutions, to our clients operations.



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