



First Federation Trust

How First Federation Trust improved communications and cut costs.



The First Federation Trust is an educational multi-academy trust responsible for governance and management of 21 primary schools spanning Devon and Dorset in the UK.
www.firstfederation.org

AT A GLANCE

CHALLENGES

- Fragmented Telephony Systems
- Retaining Existing Numbers
- Cost Inefficiencies
- Lack of Unified Communications
- Internet Connectivity Issues

RESULTS

- Enhanced Communication
- Cost Savings
- Disaster Recovery
- Mobility and Flexibility
- Security



"It's been a refreshing experience to work with Marlin, an organisation that listens, recommends a solution you really need and then delivers it exactly how they said they would."

Jay Presneil
ICT Manager

CHALLENGE

The First Federation Trust faced significant challenges with their telephony system, and approached Marlin Communications with the requirement to enhance efficiency, reduce costs, and establish a long-term partnership with a single supplier.

"Every school operated on a different system with different contract end dates. Some schools were paying a lot of money for a solution that was quite basic." Jay Presneil, ICT Manager

The Trust required a unified communications platform that would encompass all schools, allow for future expansion, improve Internet connectivity and cybersecurity - all with reliable support and account management. Alongside this, the Trust wanted to migrate from traditional ISDN/PSTN telephone lines to SIP trunks, while still retaining existing numbers.

"I spoke to multiple vendors but Marlin was the only organisation that offered to come out to the schools to have a look at what we had." Jay Presneil, ICT Manager

SOLUTION

To address these challenges, Marlin Communications recommended and provided the 3CX Enterprise Communications platform, including mobility features, advanced contact centre capabilities, integration into existing CRM systems - all at a much lower cost when compared to existing contracts.

To facilitate agile working, Marlin Communications provided a range of compatible handsets, smartphone apps and desktop clients, allowing users to work from the office remotely and from any device.

RESULTS

A private hosted 3CX solution, backed by Marlin Communications' reliable data centres, provides solid disaster recovery options and ensures continuous operation for the Trust.

The 3CX solution also offers conferencing and collaboration features, eliminating the need for separate platform subscriptions and enabling real-time communication and collaboration among partners, clients and employees.

"It's just completely different now, we have one application, we've got one company to deal with and we've saved thousands over the year. It's just so much simpler now." Jay Presneil, ICT Manager