GoTo

LEIGH Academies Trust

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GoTo Connect enables Trust to standardise, upgrade and simplify telephone systems for its academies

Leigh Academies Trust is a large multi-academy trust which operates more than 30 primary, secondary and special academies across Kent, Medway and South East London.

Challenge

Historically, when new education providers joined Leigh Academies Trust (LAT), they brought with them their existing telephone systems. This had resulted in the Trust's IT team managing 15 disparate phone systems.

These needed to be consolidated to simplify management, administration and support. Many were outdated, unsupported and still used ISDN lines or hard-wired landlines.

Steve Maycock, Head of Infrastructure and Security, says:
"Given the imminent digital switchover, we needed to introduce cloud-based telephony across the Trust. This would need to be quick to rollout at each school, easy to manage centrally, and should require no hardware investment."

Solution

Steve adds: "From an array of suppliers, we shortlisted two cloud telephony vendors. Following a demonstration, it was clear that GoTo Connect offered everything we needed, while being the easiest to manage, administer and use."

GoTo introduced IT solutions partner SaaSCom to support the implementation. GoTo Connect was initially introduced at Stationers' Crown Woods Academy, whose outdated system made it first in line for an upgrade. This successful pilot was followed by a programme of rapid implementation across other priority schools.

> "Ease of management is vital for our busy IT team. GoTo Connect's call-handling has the strongest administrative front-end of any system, allowing staff to easily set up and adapt."

Steve Maycock
Head of Infrastructure and Security,
Leigh Academies Trust

Results

Steve says: "The GoTo Connect rollout has been a great success. The process is straightforward and we don't need specialist skills to support the platform. The simple deployment requires minimal input from my team."

GoTo Connect is intuitive to use. Callers are easily connected to the right people, wherever they are working. The dial-plan editor also makes it easy for schools to set up or change their call routing.

Steve adds: "The standardisation of systems and successful implementation of GoTo Connect in over half of our academies has significantly reduced the workload on our IT team while providing a much-improved phone experience for both staff and callers."
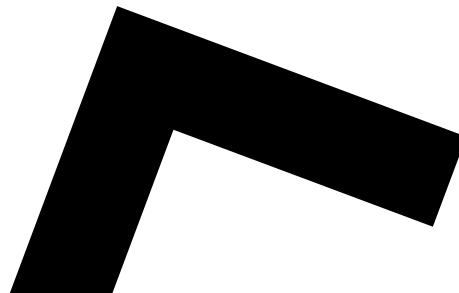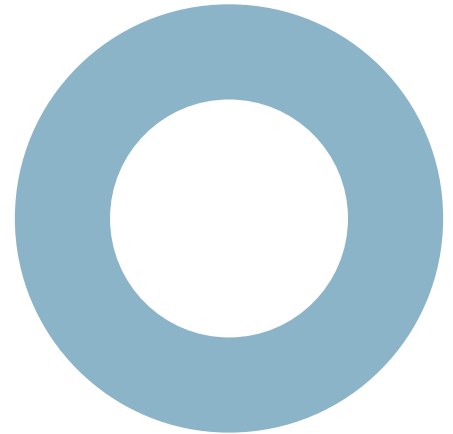
Looking for a telephony system that's flexible, secure, and affordable? GoTo can help. Visit goto.com to learn more.

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