



Organisation

Rochdale Sixth Form

About

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The secret of their success lies in the fact that they always put the students needs first. RSFC is the only College in Rochdale to specialise in A-Levels.

Summary

Rochdale Sixth Form were struggling with their current Cisco system. It wasn't helping them achieve the high expectations of a leading college which sits in the top 1% of all colleges/sixth forms in the country.

The Challenge

RSFC struggled with a rigid telephony system which was inflexible. This was key as RSFC needed an agile, flexible system. They found they couldn't scale up/down when needs change, which happens very often. Furthermore, integration was limited and the system couldn't be configured quickly enough to reflect the needs of the college. Ultimately their current system wasn't fit for purpose and restricted RSFC to grow, provide a high level of communication and maintain the fantastic and enviable reputation they had.

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Favourite Features

- Ability to scale and be very agile
- Integration and deployment
- Functionality
- Resilience



The Solution

After speaking with Creative Networks and discussing the challenges that they were facing, RSFC were introduced to **3CX**. We set them up with some equipment which meant that they could carry out all the necessary internal testing. Our team was also at hand to support and help configure the system to meet exact requirements.

The **3CX system** setup and install was carried out by ourselves within the given time frame, was tested to meet requirements and was ready to go live well in advance of the deadline.

The **3CX system** would tackle all the challenges that RSFC faced and provide a completely effective and easily manageable solution.

RSFC were thrilled at the flexibility and agility of the **3CX system**. Not only could they scale quickly and efficiently, they could also now confidently adapt the phone system to meet their ever-changing needs.

The Benefits

All the challenges and barriers they faced with their old system have now been addressed. They can make quick changes, deploy new phones effectively, and reduce time and cost by having such an effective and agile system.

"We are extremely happy with the 3CX system. It is easily manageable and we can make changes quickly. It has changed the way we manage our telephony and has proven to be cost effective. We can always rely on Creative Networks for additional support and guidance."

The Future

RSFC have now laid the blueprint of how a telephony system should look like. As part of a larger academy they can quite easily roll this out to the other schools and colleges with full confidence in its resilience and functionality.

Furthermore RSFC have further developed their internal systems around **3CX** and built in disaster recovery and business continuity.