



## CASE STUDY

# Co-op Academies Trust



Academies Trust

## Transforming Communications for a Growing Future



### About the customer

Founded in 2010, Co-op Academies Trust is a dynamic group of 38 schools across the Midlands and North of England, committed to doing things differently. Focusing on innovative education and community engagement, the trust aims to provide outstanding learning environments where students can thrive and succeed.



**“Wavenet’s solution has transformed how we connect across all our schools, and it has been refreshing to work with a company that is knowledgeable and reliable. The solution is easy to manage and flexible enough to meet our growing needs, allowing us to focus on what really matters: providing the best education for our students.”**

**Lewis Oddie**

Head of IT – Co-op Academies Trust

### At a glance

**Industry:** Education

**Employees:** 1,001-5,000

**Solutions:** Unified Communications & voice

### The challenge

As the Co-op Academies Trust’s needs have evolved, it became clear they required a more reliable, flexible, and scalable communication system to support their expanding network of schools. Their primary goal was to maintain consistent and dependable communication across all sites, enabling better support for staff, students, and the wider community. With the PSTN switch-off coming up, it was the right moment to implement a modern solution that will meet their future needs, ensuring they remain connected and operational in the rapidly changing digital climate.

### The solution

We identified the LG iPECS (Enterprises Pooled Communications System) as the best fit for the Co-op Academies Trust’s communication system. This is hosted within the cloud, and we were able to tailor it to the trust’s unique requirements before integration. The key features include:

- **IP and Hybrid Deployment:** Supports pure IP, hybrid, or traditional PSTN setups, allowing smooth migration and compatibility with the Co-op's existing infrastructure.
- **Unified Communications:** Combines voice, video, instant messaging, conferencing, and mobility features into one platform.
- **Scalability:** Easily expands to accommodate the trust's growing needs.
- **Mobility Solutions:** Offers mobile apps and remote extensions so staff can stay connected on the go.
- **Advanced Call Handling:** Features include hunt groups, call forwarding, auto-attendants, and voicemail integration.
- **Interoperability:** Compatible with a wide range of IP endpoints and integrates with the Co-op Academies Trust's other business applications.

**The package included:**

- Base licenses for all users
- SIP trunks for flexible, cost-effective voice routing
- Ongoing monthly line costs covering call bundles, voicemail, hunt groups, and more
- Hardware provided at no cost, with only ongoing licenses and setup charges

## The results

The trust now enjoys a marked improvement in communication reliability and flexibility. The LG iPECS system enables instant connectivity between schools, streamlines operational processes, and supports remote working. Our solution's easy management and scalability ensure the trust is well-equipped to grow and adapt in the future, maintaining an uninterrupted communication experience for all staff and students.



**“The noticeable boost in reliability has been recognised and appreciated by staff and students alike. It really is a massive improvement, and it will support our growth and help us operate continually in a cohesive way.”**

**Lewis Oddie**

Head of IT – Co-op Academies Trust

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