

## Case Study - St Paul's Catholic School



### Introduction to company

St. Paul's Catholic School provides secondary education for around 1,600 pupils aged 11-18 from Milton Keynes and the surrounding area.

The school motto is 'Doing the best that is possible'. This is clearly carried through in the way that the teaching staff and pupils work together as, according to the 2005 OFSTED report, "St Paul's Catholic school is an outstanding school which provides excellent care, support and guidance for its pupils and enables them to achieve very high academic standards."

### The Challenge

'Doing the best' also extends in to the management of the school, particularly where pupil and staff health and safety are concerned.

"We have a very large site to manage," said Bob Farley, Business Manager, St. Paul's Catholic School. "So instant and reliable communication is essential. That's why we have implemented a radio network solution rather than relying on landlines or mobile phones."

The school has had a radio system in place for a number of years using PMR 446 analogue handsets. However, the handsets were getting quite old and the batteries needed replacing on a regular basis.

Things came to a head in 2006 when two new buildings were added to the site which adversely affected radio coverage.

"The new buildings were of a different construction to the existing ones and were causing a problem for us," continued Bob. "Their metal roofs were interfering with the signal from some locations. Combining this with the reliability issues that we faced with our old handset, we decided that it was time for a change."

### CUSTOMER PROFILE

**Location:**

South East

**Industry:**

Education

**Products / Services:**

Motorola DP4400e  
Motorola DR3000 Repeater  
Long-Term Hire  
Ofcom Radio Licence

**Benefits:**

Rugged, IP68 protection  
All, Group & Private Calling  
Crystal Clear Audio  
Voice Announcement  
Dedicated Emergency Button  
Long Battery Life  
Excellent coverage



## CONNECT INSTANTLY, CONNECT EFFORTLESSLY

Resound Limited, 11 Anglo Business Park, Smeaton Close, Aylesbury, Bucks, HP19 8UP

## The Solution

Resound were approached to propose a more reliable solution along with other local suppliers.

“We looked at all of the proposals and selected Resound,” explained Bob. “They were a supplier that we already knew well from their support of our existing equipment and their proposal met our needs precisely, and at a pricing-level that fitted within our budget.”

St Pauls Catholic School has most recently refreshed their long-term hire agreement with Resound. Morgan Coetzee, the IT Manager at St Pauls, upgraded to a Motorola DR3000 Repeater Base Station connected to Duplexer, External Antenna System and Capacity Plus Trunking Software alongside a large array of Motorola DP4400e Digital Hand-portable radios. Following the most recent maintenance visit from Dan Fidler, one of Resound’s technical engineers, Morgan stated “excellent and professional service – thank you!”.

“In the end, we decided to lease rather than buy the equipment from Resound,” added Bob. “This gives us greater flexibility to change or upgrade our configuration in the future as technology or our needs change. The arrangement also includes a comprehensive support and maintenance service, so that we can be sure of a reliable system whenever we need it. It is a very good financial arrangement for the school.”

## The Results

The new radio system is now in place and in use by staff in a wide range of roles, from those working directly with pupils to those providing catering, maintenance and IT support.

“We are very pleased with the new system and the way that Resound has responded to our requests,” concluded Bob. “Like any new system, we had some changes to make in the early days and Resound were always available to help us. I’m looking forward to continuing our relationship with Resound over the coming years. I’d certainly recommend them to other schools with similar needs to us.”

Resound continues to work with St Pauls Catholic School to ensure a solid working communication system.

Contact us for more information:

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