

# CASE STUDY

# HARROW SCHOOL

Founded in 1572, Harrow School is one of Britain's leading independent schools. Steeped in tradition, Harrow's distinguished uniform includes morning suits, top hats and canes. Boarded in 'Houses', there are timeworn school customs that include the carving of pupils names onto house boards, the usage of a traditional slang language and complicated football-type game.



## Profile

Notable alumni include statesmen, like Sir Winston Churchill, Nobel Prize winners, Earls, noted writers and even kings . The school has an enrollment of 824 boys, spread across a campus that includes twelve boarding houses, and a communications infrastructure supporting telephone service from the Headmaster's board room to the admissions office call centre to pay phones in student residence. Despite the school's commitment to tradition, it recently overwent a technology upgrade with a managed private cloud business communications system from Mitel, and with help from partner, Arden Telecom. With a state-of-the-art telephony infrastructure now in place, Harrow School chose a managed, proactive monitoring and support service powered by Mitel Performance Analytics (MPA) to keep it all performing reliably.

## Solution

By moving from a legacy ISDN 30 to new SIP trunks, Harrow School has achieved cost savings from reduced line rental and call costs. This best-of-breed solution gave them a future-proof, high performance communications system that they now rely upon to conduct business and keep students connected each day.

Partner, Arden Telecom, recommended its proactive managed monitoring and support service to Harrow, through MPA. MPA monitors Harrow's entire network around the clock, alerting their support partner in real-time when a problem is detected.



This software-as-a-service (SaaS) gives Arden Telecom the tools to find the source of a problem quickly, and then use remote access to address it before it becomes a problem for users at Harrow School: "The proactive monitoring service, powered by Mitel Performance Analytics protects our investment in leading edge telephony", said Dr. Christopher O'Mahony, IT Manager of Harrow School. "We know that problems like poor voice quality won't impact our users, since MPA will help our support partner to address the problem very quickly"

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## About Martello

Founded in 2009, Martello Technologies is a private company headquartered in Ottawa, Canada with staff in Canada, the United States and France. In January of 2018, Martello merged with SD-WAN player Elfiq Networks to offer a solution that pairs performance management software with SD-WAN technology to provide stellar UC performance. Martello's solutions deliver confidence in the performance of real-time services on cloud and enterprise networks and is a proven provider of performance management software for Mitel customers.