

SUCCESS STORY



Gewerbliche Berufsschule Wetzikon
GBW
Bau
Holz
Elektro
Auto
Garten
Unterhalt

Gewerbliche Berufsschule Wetzikon Installed by Beltronic IT AG

The Gewerbliche Berufsschule Wetzikon (Vocational School Wetzikon) is a leading vocational school for future-oriented teaching and learning with 2,600 learners in basic education and 900 course participants in further education. We stand for challenging and goal-oriented education for all those who want to advance professionally.

Why did the Gewerbliche Berufsschule Wetzikon switch from a conventional telephone system to Microsoft Teams?

The previous telephone system was already over 15 years old and should have been replaced years ago. Since the question of the location remained unclear for a long time, the decision about a replacement was postponed again and again. When it became clear when the move would take place and the telephone system was too old for a move, we started looking for a replacement. We made the decision for Teams telephony thanks to the recommendation of our external IT partner Beltronic IT AG and the Secondary Education and Vocational Training Office of the Canton of Zurich. The Gewerbliche Berufsschule Wetzikon has already been using Microsoft Teams and the other Microsoft 365 services for some time. The introduction of Teams telephony was therefore essentially just the addition of a new function to the existing Teams app, which is used daily.

Why did you choose peoplefone as your telephone provider and Beltronic as your installation partner?

The evaluation of the most suitable telephony provider was carried out in cooperation with Beltronic. Beltronic has already successfully carried out several Teams telephony projects with peoplefone. In addition, the telephony fees (basic fees and call costs), as well as the reliability and functionality played an important role. For example, the automatic number recognition via <https://tel.search.ch> is a feature that only peoplefone offers and we have learned to appreciate it very much.

How did the changeover process work?

Microsoft Teams offers some functionalities that we wanted to use right from the start, and especially in the way Microsoft intended. We took the opportunity to review our existing call flows as well as the general availability and working hours of our secretaries, teachers, and staff. We started with a workshop conducted by Beltronic, where we generally got to know the functionalities of the telephony in Teams and worked out the initial situation as well as the goal together. Afterwards, Beltronic set up the telephony in Teams with temporary numbers from peoplefone in parallel. This allowed us to test and optimize the newly defined call flows. All participants were also able to extensively test and learn the newly gained Team telephony functions.

The changeover took place on a weekday at 12 noon. While we were giving final training to the administrative staff in the secretariats before noon, Beltronic technicians dismantled the old telephones and replaced them with headsets on the computers. The subsequent changeover of the number blocks to peoplefone worked flawlessly. This allowed us to use the lunch break to run tests of the call flows and important phone numbers with the correct phone numbers.

How did the teaching staff receive the new solution and how was the training?

The teaching staff were informed in advance and on an ongoing basis about our plans and further details about the introduction of Teams telephony. After noon, we trained the entire teaching staff in the use of Microsoft Teams telephony by means of a webinar. We also provided the entire staff with hand-outs and quick guides on how to set up and use the Teams apps on all their devices (notebooks, tablets, and mobile phones).

Are you satisfied with Microsoft Teams and the integrated landline telephony 8 months later?

The landline telephony via Microsoft Teams made it easier for us to move the school building last summer, as we no longer had to worry about telephony and accessibility. It is now also much easier to reach our staff at the various workplaces in different school buildings or even in the home office without having to use the mostly private mobile phone numbers. The solution is reliable, stable, and easy to use. Yes, we are very satisfied.

What convinced you most about the cooperation with peoplefone and Beltronic?

We perceived peoplefone as a professional and reliable partner, especially during the changeover. The planning and preparations, as well as the provision of the entire Teams telephony environment by Beltronic even before the actual changeover, we found to be very valuable. We were able to prepare ourselves optimally for the changeover. The project went smoothly. Just as one would wish.

Interview conducted with Edgar Schlumpf, Head of IT at Gewerbliche Berufsschule Wetzikon