



# Case Study

## Royal Military Academy Sandhurst



The primary role of Royal Military Academy Sandhurst (RMAS) is to provide trained officers to the Field Army.

A sizeable proportion of training undertaken at Sandhurst involves academic study which requires students to conduct individual research projects and private study. Additionally, during the individuals' time at the Academy it is highly important that they retain an up to date knowledge of news developments around the world.

The Internet is the obvious medium to help individuals enhance their learning and keep their knowledge up to date. An internet facility would also provide an important duty of care and welfare, enabling cadets to maintain contact with their friends and family, who often live some distance from Sandhurst and cannot be visited by cadets even during long weekends. Many cadets arrive at Sandhurst with a hotmail account and are frustrated by the limited opportunity that they have to use the internet. Previously, there was one Internet Café with 8 workstations to support a cadet population of approximately 550.



**Officer cadets were becoming increasingly frustrated with the limited internet and telephony facilities at Sandhurst. Sabre Telecommunications implemented a Voice over IP system which meant all officer cadets training at Sandhurst had quick access to the internet as well as individual phone numbers (DDIs) for incoming calls with a voicemail box for messages.**

During the period March to August 2003 a project was run to trial the introduction of internet access and telephony within officer cadet accommodation.

Three equal groups of cadets were provided with a different internet access solution. The first group had unlimited access within their rooms, the second had limited access within their rooms through TAFMIS (the Corporate IT system) terminals and the IGS (Internet Gateway Service) and the final group had TAFMIS and IGS logons to enable them to use the terminals in the TAFMIS IT classrooms.

The trial report recommended that unrestricted access was provided through the entire cadet accommodation estate.

Mobile phone reception is poor on the site, and there is very limited coverage within the buildings. The extensive ownership of mobile phones meant that there were no longer payphones in the accommodation area. Therefore two groups

congregated outside the buildings - the smokers and the phoners!

Neither of the main cadet accommodation buildings (New College and Victory Building) had any communication facilities. Therefore the only option was a complete new build.

The initial design was to provide a network port in every room and enable a telephone connection via the on-site exchange. With the infrastructure design in place, it became apparent that a VoIP solution could be put over the top and would provide greater functionality and value for money. Sabre was approached to design and implement the VoIP and network segment.

Collecting monies for calls made by the cadets also presented a problem. Sabre proposed that outgoing calls made on the telephones should route through a Digitalk platform. This would control call costs and is a means to debit the pre-paid calling cards that the cadets purchase through the on-site shops.

The VoIP solution has enabled a much more capable, flexible and scalable solution to be installed.

One of the main benefits of the new system was the ability to have just one cable for the telephone and internet, significantly reducing the installation cost and any ongoing maintenance. This was possible through the built in 'switch' on the 4602SW Avaya telephones.

**In all, the cadets benefit from calling each other for free and each have a DDI number for direct incoming calls, with a voicemail facility for messages. Outgoing calls are funded through the pre-paid calling cards, which are unique to Sandhurst and operate as part of the system designed by Sabre.**





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