



# CommsWare Call Logging at The University of Bath



Bath is:

- a leading UK university with an international reputation for quality teaching and research
- a professional university with close links with industry and commerce
- an international university with study abroad opportunities in Europe and North America
- an attractive university; the main campus is one mile from the centre of the World Heritage Site of Bath
- a safe and supportive university with strong student services and attention to special needs
- a fun university with outstanding social and sports facilities

Since 1986, the University of Bath has used five generations of BTS call loggers. At the end of 2005, Bath decided it was time for a new system. As part of a tender process, several call logging systems were compared.

BTS' new product, CommsWare, was their chosen system. "CommsWare looked modern, flexible and the price represented good value," says John Roger, Telecoms Manager. "We also needed something that was able to integrate with our other systems, and that was also ready for IP telephony. CommsWare is able to integrate with our Active Directory and Agresso financial system." Bath's relationship of nearly 20 years with BTS was also a factor in the decision. "We are very happy with the service from BTS", concludes John Roger.



The CommsWare installation went smoothly. "It was faster than we expected – 11 out of 10", says John Roger.

When asked how CommsWare is used at the University, John Roger responded, "Call reports are at the heart of the job. CommsWare is THE essential tool for managing call costs. The flexibility of CommsWare is really useful, especially being able to choose which columns are required on reports". Chris Holley, Telecoms Engineer adds, "The administration tool, Corporate Information Manager, is easy to use and makes day-to-day moves and changes an easier task".

The University of Bath is now planning the integration of CommsWare with its Agresso financial system. Richard Allen, who will be dealing with the integration, commented, "I wish all the systems we take information from are as straightforward as CommsWare."

