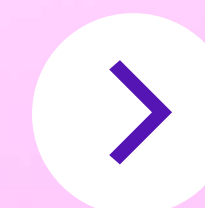




## Digital voice solutions for education

All the features of a traditional phone system with the flexibility and cost effectiveness of the cloud.



# Get your school, college or MAT ready for the future with a digital phone system

## Landlines in the UK are going digital.

The aged public switched telephone network (PSTN) will turn off in 2025, making way for all-digital voice communications.

Although it seems far in the future, now's a great time to plan your switch. We'll help you move from your old analogue landlines and systems, to a modern, cost-effective and more flexible IP-based solution that's future-ready.

**Our education specialists are here to help at every step of your migration.**

**Let's get started together.**

Start now

### Pg 3 **Our experience**

We know digital voice and we know education. We're your ideal partner.

### Pg 4 **Digital voice options**

We'll help you choose the right solution for your school, college or MAT.

### Pg 5 **Ideal for education**

Our complete cloud-based VoIP solutions are perfect for education. Here's why.

### Pg 6 **BT Cloud Voice**

Our hero VoIP solution. It fully scales to meet the needs of most academic settings.

### Pg 7 **BT Cloud Work**

A complete hybrid communications platform ideal for larger settings like further education colleges.

### Pg 8 **Accessories**

Handsets, headsets and devices - selected and configured to perfectly complement your solution.

### Pg 9 **Book a free consultation<sup>2</sup> session**

Learn how we can support your school, college or MAT's move to digital voice.

# We know digital voice. And we know education

Trust us to make your switchover easy

## We're working with thousands of education customers right now

Supporting so many schools, colleges and Multi Academy Trusts over the years means we understand the challenges you face.

We know that your migration plan from analogue PSTN technology needs to consider so much more than just your voice services.

## Our VoIP credentials speak for themselves

We've been deploying VoIP solutions since the early days of IP-based voice communications. We combine decades of VoIP experience, with our deep understanding of the education sector to make your upgrade journey from analogue easy. It'll just work.

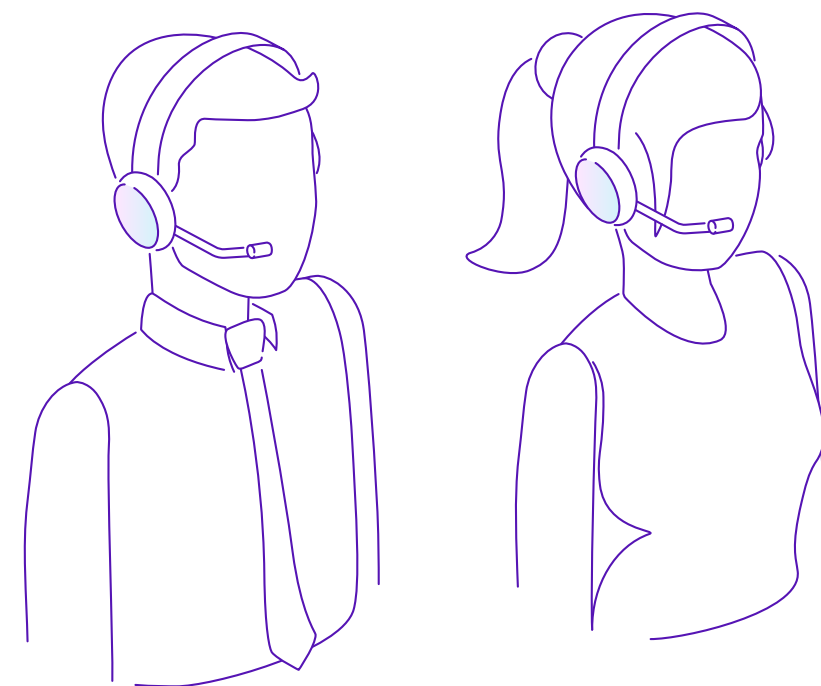
## Audit and plan

We'll help you think through a plan to review everything that's connected to phone lines across your whole school or college campus<sup>3</sup>, such as:

- Door entry systems
- Alarms
- CCTV
- Panic buttons
- Elevator emergency lines
- Fax machines
- EPOS systems
- Telephone handsets

## 24/7 support

And just in case you need it, our friendly and experienced helpdesk team are on hand to help fix any problems - right around the clock.



## Bust the jargon

### IP (Internet Protocol)

Sending data from one device to another over the internet.

### VoIP (Voice over Internet Protocol)

Converts voice into a digital signal so it can be sent between devices over the internet.

### IP telephony

The same as VoIP, but includes other telephone-type services carried over an IP network, like video and messaging.

### Cloud-based phone system

A digital version of the traditional PBX – it's virtually hosted in the cloud.

# We've got a VoIP solution to suit every school, college or MAT

It's always good to have options. And with our portfolio of flexible and reliable digital voice solutions, we'll have something that perfectly fits the individual needs of almost every academic setting. Big or small. Single site, or multi-campus.

Choose from our complete cloud-based VoIP solutions:



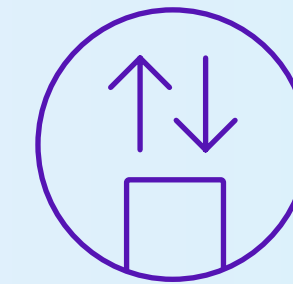
## BT Cloud Voice

- A fully scalable, hosted VoIP phone system that integrates easily with school systems like SIMS
- Brings calls, meetings and messaging together into one easy-to-manage solution
- Ideal for nurseries through to Multi Academy Trusts



## BT Cloud Work

- A cloud-optimised, mobile-first communications platform with all the bells and whistles
- Easy integration with Microsoft Teams
- Great for staff who regularly move between campuses, or work elsewhere
- Ideal if you've lots of non-teaching staff who need corporate-style features



## SIP

- If you're not ready to replace your existing phone system yet, consider SIP (Session Initiation Protocol)
- Sweat your school's traditional PBX asset for longer by switching just the external phone lines to digital
- It's a half-way house between analogue and digital that sets you up for a move to a fully cloud-based solution in the future



Need help to decide?  
We'll talk you through  
the options

Book a free consultation with one of our friendly education specialists. See back cover for details.

Request now





## Optimise performance with BTnet internet

BTnet is the UK's number one leased line<sup>1</sup>. And it's the ideal internet connection for our cloud-based digital voice solutions to run over.

With super-low latency to minimise lag and annoying delays, BTnet delivers the crystal clear quality you need for voice and video calls.

[Learn more about BTnet](#)

# Our complete cloud-based VoIP solutions for education

Cost effective, high quality voice calls over the internet. And a lot more.

### One phone system for all communications

Simplify things by moving your voice, video, meeting and messaging tools together under a single, intuitive and flexible online portal. You can quickly add users, devices and locations based on your unique needs. And there's call analytics and recording options too.

### Never miss a call about student welfare

Conversations about student progress or welfare shouldn't be missed, or misheard. Teachers, safeguarding officers and other staff can take and make crystal clear calls on any device, from wherever there's an internet connection. And during teaching, calls can be diverted to colleagues or to voicemail.

### Less hardware to buy, manage and maintain

Get all the functionality of a traditional phone system, without the hardware overhead. A cloud-based phone system is virtual, which means upfront hardware investments are minimised. There's less physical kit to manage and maintain, which leaves your staff free to focus on teaching and learning.

### Pay for what you need and nothing you don't

A range of licences with different prices and feature levels means you can keep costs low by mixing and matching<sup>4</sup> to best suit the needs of different roles in your school or college. Staff get the tools they need to do their jobs and you avoid paying out for features they'll never use.

### Predictable monthly costs, with no surprises

With our bundled external call packages, you'll know exactly what you'll be paying each month so can better manage your school, college or Trust's budget. And with rule-based profiles that are easy to manage, you're in control to block certain types of calls – like international.

### Reliability, security and safeguarding built-in

We use multiple, highly secure data centres for our cloud-based systems. In the unlikely event there's a problem at one, your calls seamlessly switch to a backup. Calls are encrypted too, so nobody can eavesdrop or intercept sensitive student conversations.



## BT Cloud Voice

A modern, cloud-hosted phone system that's compatible with SIMS. It's our hero VoIP solution that fully scales to meet the needs of most academic settings.

### **BT Cloud Voice is a complete virtual phone system that's hosted in the cloud**

It offers all the functionality of a traditional PBX system, but with the flexibility for your SLT, teaching and support staff to do so much more. It runs over your data network and utilises your internet connection to offer hosted Voice over IP (VoIP).

### **Scalable flexibility for growing sites and MATs**

From a single school to a large Multi Academy Trust, BT Cloud Voice can scale to suit. You can add new users, devices and sites whenever you want, so it's perfect for MATs with future expansion plans.

### **Full integration with school tools like SIMS**

BT Cloud Voice seamlessly integrates with a host of school management information systems, like SIMS and Arbor. This offers time-saving features like caller ID preview, quick contact search and one-click calling.

### **Mix physical phones and digital devices**

Use physical phone handsets on desks or in classrooms. Or "soft-call" via the included Cisco Webex software using an internet-connected device. Just add a headset for privacy and your staff can stay connected as they move around your building, or between schools in a MAT.

### **Everything in one self-serve platform**

All your communications are unified into a single, easy-to-use platform, whilst a self-serve portal gives the power to make changes with just a few clicks. It can also include Microsoft Teams.

### **Includes Cisco Webex to boost collaboration**

Webex is the leading collaboration platform that'll boost your video, audio and file-sharing capabilities, so everyone's in the picture. School staff are ready for anything, including remote teaching if needed - regardless of where they're working or what device they're using.

### **24x7 support, unrivalled training and free updates**

Free automatic updates from the cloud mean staff will always have the latest features at their fingertips, whilst our training videos and user guides make sure they get used. And there's 24/7 helpdesk support on hand should you need it.



## BT Cloud Work

A mobile-first, cloud-hosted, complete communications platform that's ideal for larger, multi-campus style settings like further education colleges.

### Choose BT Cloud Work for a truly seamless hybrid experience

BT Cloud Work unifies the patchwork of communications tools that are used across large academic organisations, into a single secure platform. It offer lecturers, support staff and leadership teams a truly seamless experience, wherever they're working, or whatever device they're using.

### Ideal for staff on the move between campuses

BT Cloud Work is a flexible hybrid solution that's built for agility. Your teaching, management and support staff can work securely and efficiently wherever they may roam - be that across campus, between sites, or even at home.

### Loads of features to manage calls with ease

Choose from three feature license levels to best suit your needs. And there's a host of call centre-style management and monitoring options that'll keep pace with your busiest back-office times – like at enrolling.

### Responsive as you change and grow

BT Cloud Work is designed to grow with you. You've the flexibility to add new lines, users, devices and locations as you need them, so you only ever pay for what you need. And you can make your own changes via a simple self-serve portal, which keeps costs low.

### Access the same powerful features on any device, including mobiles

Unify voice, online faxing, messaging, online meetings, voicemail, video conferencing and more into one easy-to-manage solution. Staff can access the same powerful features from any device, including their mobile phone.

### Easy integration with Teams and other apps

Love Microsoft Teams? Rely on Google or Office 365? No problem. BT Cloud Work is open-platform to take your communications to another level. It integrates with more than 100 applications, so your people won't have to get to grips with anything new.

### Seven layers of security built-in

In academic settings, security and safeguarding is everything. BT Cloud Work comes with seven layers of application security built right in, so everyone can communicate with confidence - even on the most sensitive of topics.



# Enhance your VoIP experience with these perfect accessories

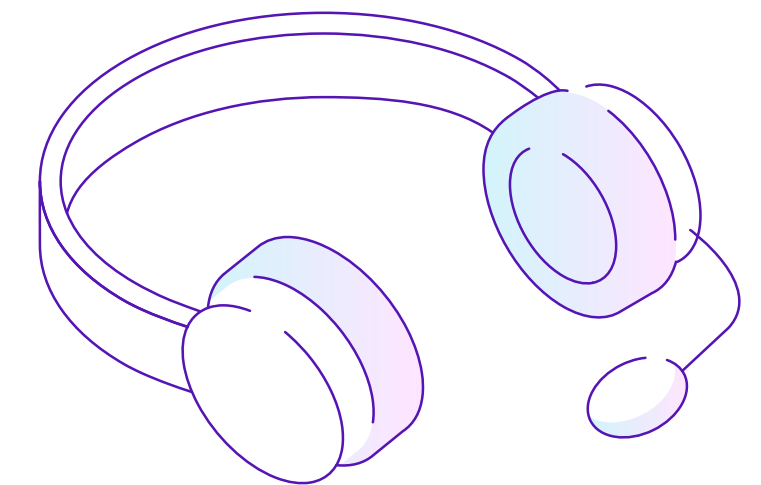
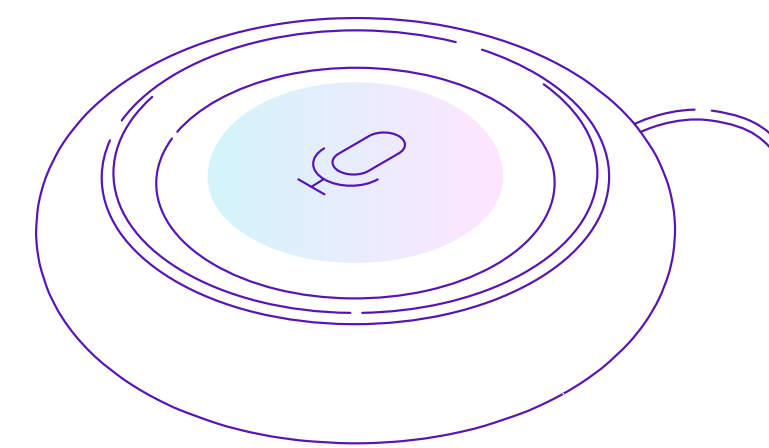
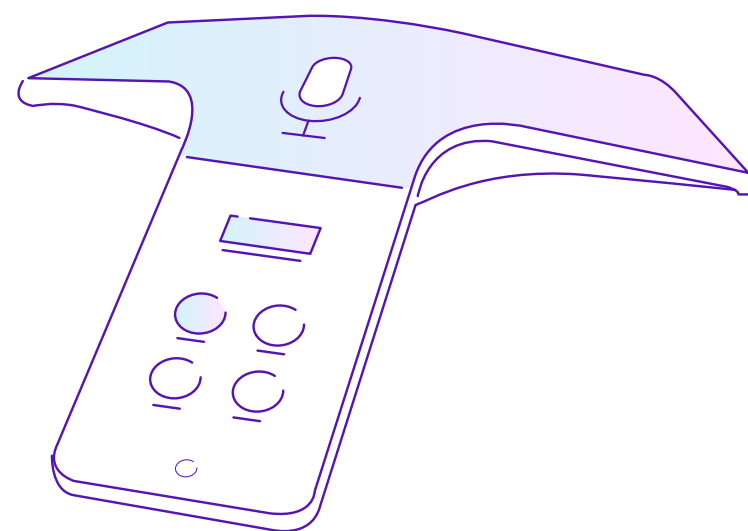
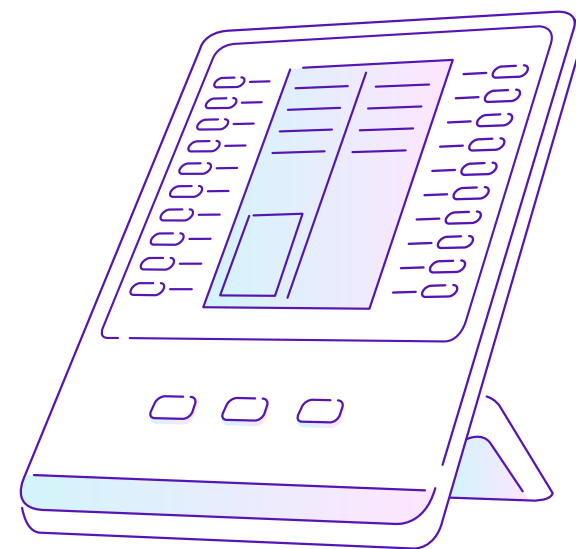
Whichever BT VoIP solution you choose, we've a range of handsets, headsets and devices that'll work perfectly with it. And we configure them for you, so they're easy to set up and use.



## Buy or loan

Either buy accessories outright, or loan them for the duration of your contract.

Loan costs are built into monthly payments, which helps to keep upfront costs low and avoids unnecessary capital expenditure. That's school budget friendly.



### Handsets

- ✓ A range of phones for classrooms, desks or other locations around school premises

### Expansion modules

- ✓ Adds powerful call handling features
- ✓ Ideal for school receptionists and admin staff

### Conference phones

- ✓ For interactive multi-person calls with no sacrifice to quality

### Personal speakerphones

- ✓ Compact and portable
- ✓ Turns any small space into a conference room

### Headsets

- ✓ Wired or wireless options available
- ✓ Ideal for use with laptops or computing devices



# BT

## Book a free consultation<sup>2</sup> session to learn how we can support your school, college or MAT's move to digital voice

[Request your session](#)

### Terms and conditions apply.

1. UK's Number 1 leased line service: as ranked by Netcraft since December 2009.
2. Free phone or video consultation is available to UK schools, colleges and MATs; and is offered subject to availability.
3. It may not be possible to connect all of the services you currently run through your existing analogue phone system, to one of our digital voice solutions. Where this is the case, you'll need to speak with your current service provider to arrange and deploy an alternative solution.
4. The ability to mix and match licenses depends on the solution you choose. We'll talk you through the options.

### Offices Worldwide.

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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