BACK TO SCHOOL FOR STUDENTS

Means Back to School for IT

Do Your Communications Deserve an A+?

Between students, teachers and parents, there's a lot to take into consideration to ensure your school is safe and successful. Having a reliable Unified Communications (UC) solution can not only provide safety for your students and faculty, but it can also help you increase efficiencies and strengthen partnerships within the school.

Here are three things to look for in a UC system to ensure this school year is the best one yet:

SAFETY First

A safe learning environment is a top priority. Proactive communication capabilities are essential to keeping students and faculty safe and aware of potential dangers. Some questions to ask yourself are:

- **Does your school's communications system make it easy to report emergencies?**
  Your phone system should make it as easy as possible to seek help and alert authorities to crisis situations. For example, it should enable emergency responders to instantly identify the location of a caller to accelerate response times.

- **How do you alert students and faculty members to emergencies?**
  If a crisis occurs, schools need to inform everyone on campus of the situation and provide guidance to keep them safe. With a Mitel UC system, you can filter communications, so recipients know "code-red" alerts require a rapid response, whereas "code-blue" alerts are less urgent.

Mitel®
Powering connections

FLEXIBILITY
to Adapt

Having a UC solution that can scale on-demand and adapt over time is critical to ensuring a lasting investment. Mitel's UC solutions make it easy to scale when the school year starts and stops, so you're never overpaying for services you aren't using.

Solutions such as MiVoice Business Subscription deliver the flexibility to mix and match user licenses, so you can choose the right combination for your school's needs as they evolve. On top of that, subscription models greatly reduce overhead and maintenance costs.

A UC solution should offer custom options to expand your capabilities over time. Custom solutions can help automate communications processes, such as staff reminders or weather cancellation alerts, or add in SMS apps. While open APIs allow you to connect your UC solution with other systems, like student information portals – this streamlines workflow and increases efficiencies.

SEAMLESS
User Experience

Schools have other communications needs aside from their phone system. Between emails, phone calls and student requests, there's a lot to juggle. Modern UC solutions need to deliver an intuitive user experience and seamlessly integrate with other solutions like Google Workspace or Microsoft Teams. Integrating your UC systems with calendars and calls saves staff from flipping back and forth between screens, which means they can spend more time focusing on their students.

With Mitel, you can choose whether you activate your phone licenses through Microsoft Teams or Mitel. Then, you can integrate your phone system with other Teams functions. This integration enables users to see whether a colleague is on a PBX-based phone call – even if that colleague doesn't have a Teams account. Thanks to this increased visibility, interruptions to calls are reduced and incoming calls can be quickly assigned to someone who is available.

Next Steps

As you and your IT teams explore new technology projects to meet the demanding needs of your faculty, students and parents, don't forget to take a close look at your communication system. More so than other modernisation projects, upgrading your communications could make a real difference to your school's safety, agility and staff experience.

Want to learn more?
See how Mitel's solutions can help you get an A+ for your communications system.

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