Education Vertical, K-12

A deeper dive into solutions

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Education Challenges

SCHOOLS ARE CHALLENGED TODAY MORE THAN EVER WITH CAMPUS SAFETY AND FACULTY RETENTION

The Challenges Are Very Real

Post Pandemic Totals

- 36,500 teacher vacancies
- 60% of principals surveyed say they’re struggling to fill nonteaching positions
- Student mental health is a top safety concern for 2022-2023
- Concerns about active assailants on campus rose dramatically year-over-year

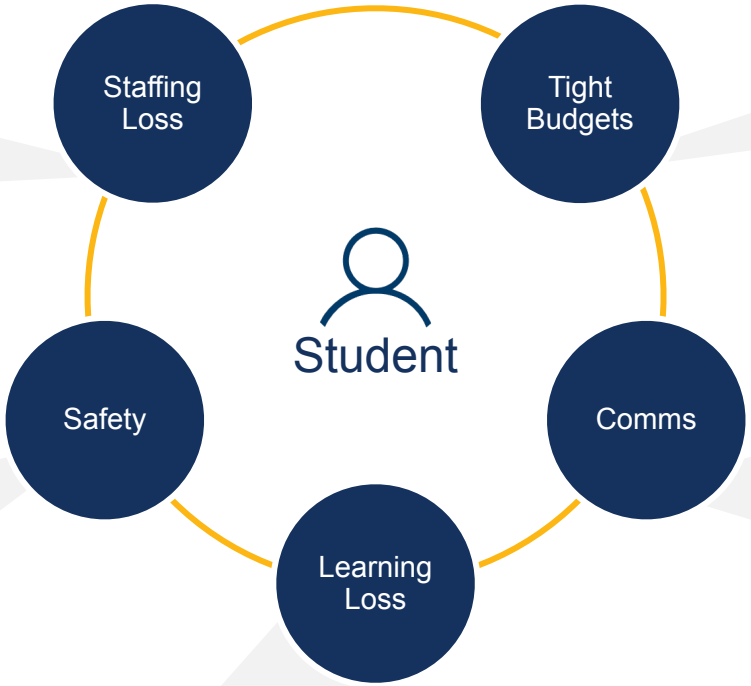
*Sources: Edweek.org, businesswire

Today’s Challenges for K-12 Schools

Digital transformation is quickly bridging operations gaps even more than before

How These Challenges Impact Your People

- Post pandemic teacher loss
- With smaller IT teams, is your technology up-to-date to make staff lives easier?



- Board approvals
- Budget constraints
- Competing with other districts

- With an increase in emergency protocol situations, is your campus meeting safety standards for students, faculty and staff?

- Most schools have emergency communications in place but is their crisis protocol where it needs to be?
- Non-emergency communications matter too. In the event of a broad message, technology may not be able to accommodate all your intended recipients: parent/teacher, school/parent, faculty/faculty

- The pandemic has greatly shifted the quality of learning. Are you using hybrid learning?
- Students have been greatly affected since 2020 as their entire learning environments have shifted from onsite, to hybrid, to back onsite

To Improve, You Need To Keep Adapting

Cost Savings

Better Learning Environment

Reliable Communications

Safety & Security

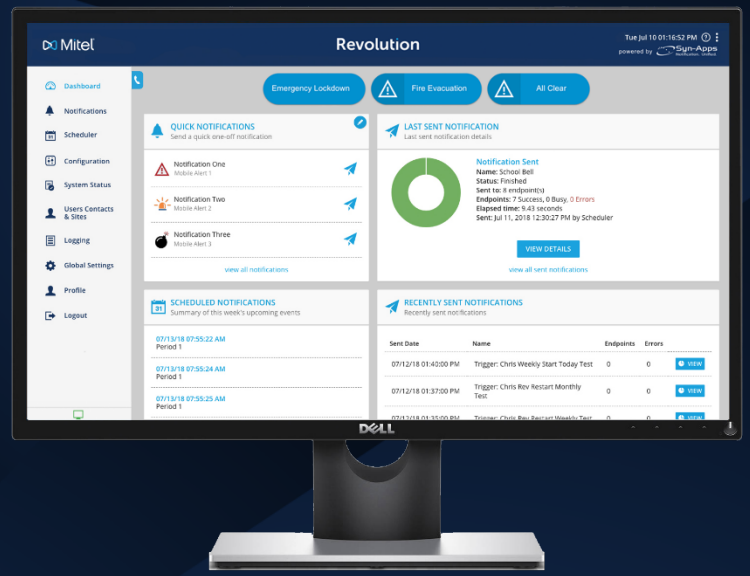
Improved Staff Morale

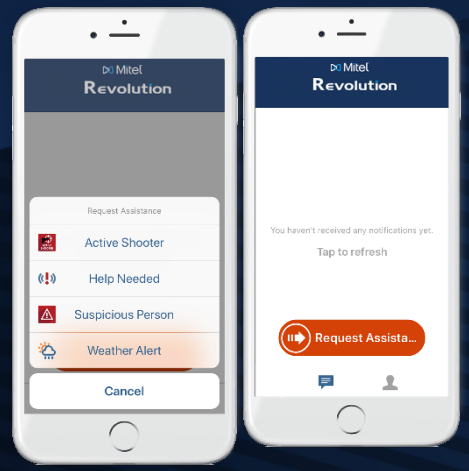
How Mitel Can Help

Mitel Education Solutions Impact Core Functions of Your Campus

Core communications

- Emergency comms
  - School intruder
  - Lockdown protocol
- Non-Emergency comms
  - Weather alerts
- Parent communication with school
  - Attendance notifications
- Staff-to-staff communication
  - Mobile functionality
- School bell schedule notifications
- Door/motion alerts





Mitel Revolution

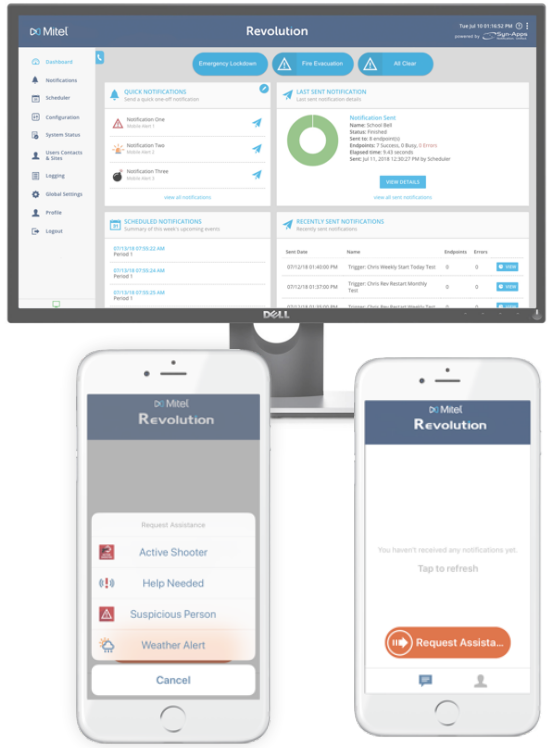
NOTIFYING THE RIGHT PEOPLE, WHEN IT MATTERS THE MOST

- Communications to a wide-range of devices including mobile
- Out-of-the-box integration with automatic alerts from Emergency Notification Services

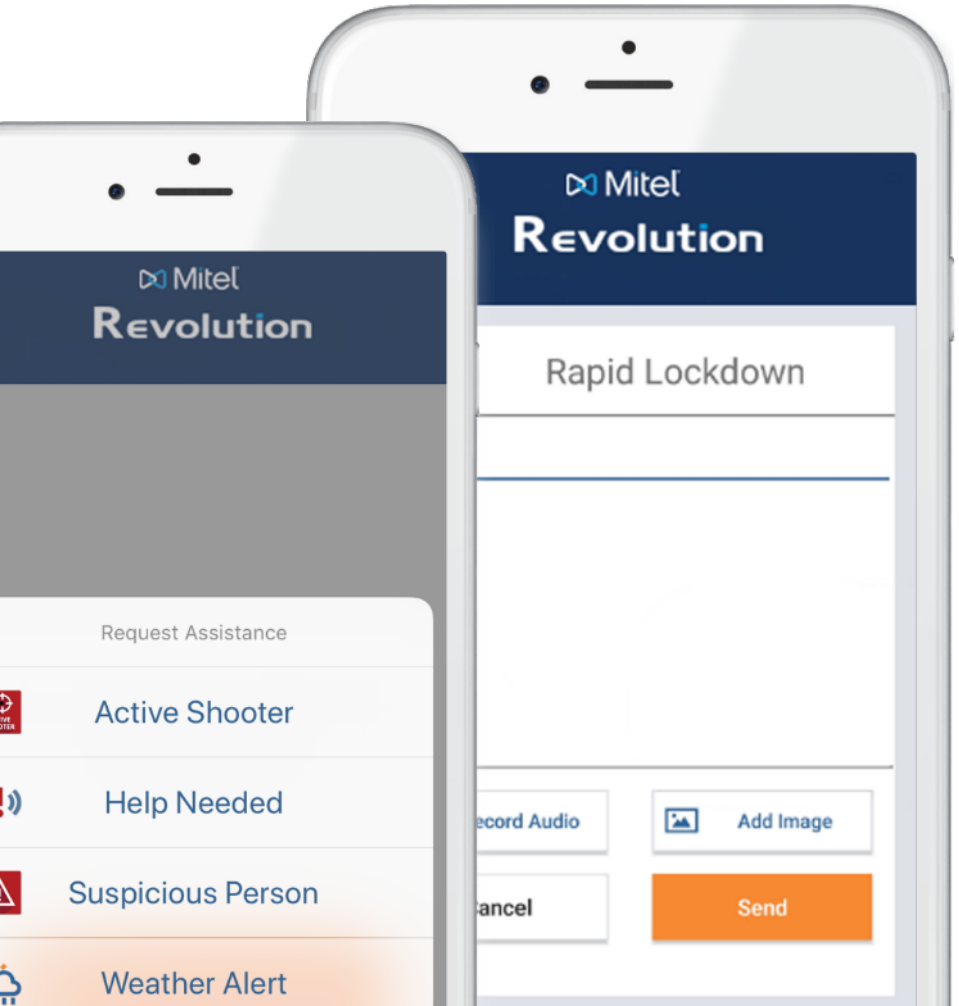
Mitel Revolution

Designed for today's modern, mobile-centric world, **Mitel Revolution** redefines the standard of mass notifications

- Highly customizable integrations including with MiTeam Meetings and MiContact Center via CloudLink
- Ability to address large scale notifications - beyond 22,000 endpoints, but with a very modest cost of entry
- Help to enable compliance with regulations such as Kari's Law and RAY BAUM'S Act (required in the US)
- Multi-level real-time reporting and monitoring tools



Embraces a Mobile World



- Mobile app for media-rich notification push
- Allows for two-way notifications
- Enables On and Off-premise alerting
- Create custom choices for mobile assistance menu
- Enables sharing details with voice recording and images
- Geofencing support for controlling alerts based upon current location
- Integration with MiTeam Meetings to facilitate instant conferencing among On and Off-premise participants
- Integration with third-party SMS services for large-scale text and voice call notification

Enabling Compliance with Key U.S. Regulations (FCC 19-76)

Kari's Law

Order date August 2019

Compliance date February 2020

Requires direct 911 dialing and notification capabilities in multi-line telephone systems (MLTS)

RAY BAUM'S Act

Order date August 2019

Compliance date for on-premise fixed devices January 2021

Requires an MLTS to send dispatchable location information given during a 911 call to the Public Safety Answering Point (PSAP)

Mitel Revolution integrated with a Mitel PBX enables support for Kari's Law:

- Send emergency call notifications to central location/managers
- Launch MiTeam Meetings conference call among designated crisis managers
- Deliver dispatchable location information to managers, as supported in the PBX

Mitel Revolution alone does not enable RAY BAUM Act compliance, but it supplements the capabilities of other RAY BAUM Act solutions:

- In parallel with PSAP notifications by other solutions deployed to meet RAY BAUM Act requirements, Revolution delivers dispatchable location information to responsible internal crisis managers, as supported in the PBX

All MLTS (i.e., systems manufactured, imported, offered for first sale or lease, first sold or leased, or installed after February 16, 2020) must meet the compliance date

MLTS are subject to compliance deadlines of January 6, 2021 and January 6, 2022, depending on the nature of the device from which the MLTS 911 call originates.

Mitel Revolution - How It Works

ACTIVATORS (TRIGGERS)

- Dial a specific number (e.g., emergency call)
- Receive an email
- Send from Revolution Web interface
- Scheduled event
- Press a button, open a door, etc.
- Mobile app trigger / Panic button
- CAP alert received
- REST API request
- Request from Slack/ Microsoft Teams

slack & Teams

NOTIFICATIONS

- Emergency Alerts
- School Bells
- Announcements
- Weather Alerts
- Amber Alerts
- Break-time Notifications
- Fire Drill Alerts
- Meeting Alerts
- In-store Paging
- Request for Help
- Door Open / Close Alerts
- Door Lockdown
- Suspicious Activity Notifications
- And more...

ENDPOINTS

- Desktop Clients
- Mobile Clients
- Emails
- IP & SIP Phones
- IP Speakers, Analog Paging
- SMS Text Messages
- Strobes, Beacons, etc.
- Automated Mass Dialing
- CAP & XML Feeds
- Wall signs, Displays, etc.
- Social Media Feeds

RESPONSES

- Desktop Clients
- Mobile Clients
- SMS Messages

TWO-WAY AUDIO

- IP & SIP Phones
- IP Speakers

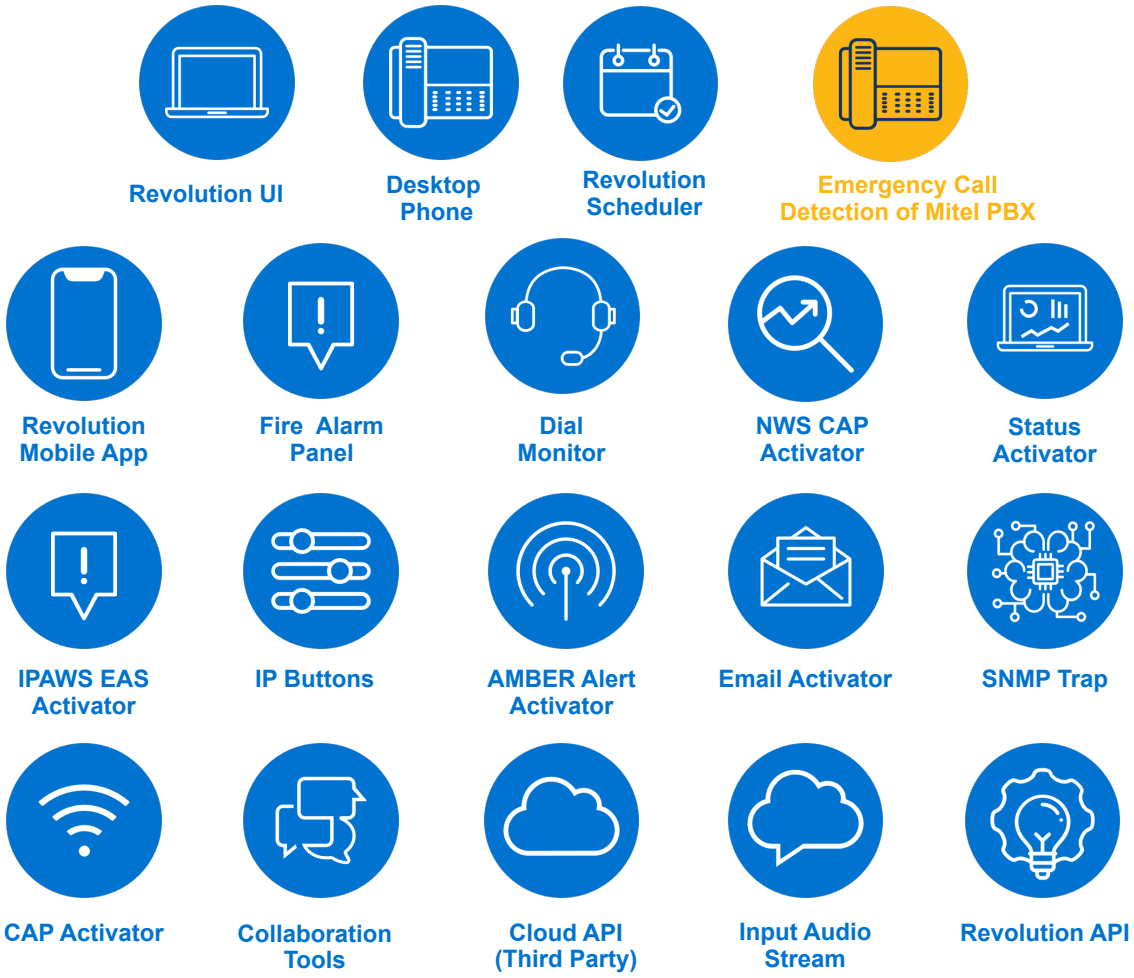
CONFERENCE CALLS

- IP & SIP Phones
- External Phone Numbers
- Mitel MiTeam Meetings

Mitel Revolution: Adaptable by Design

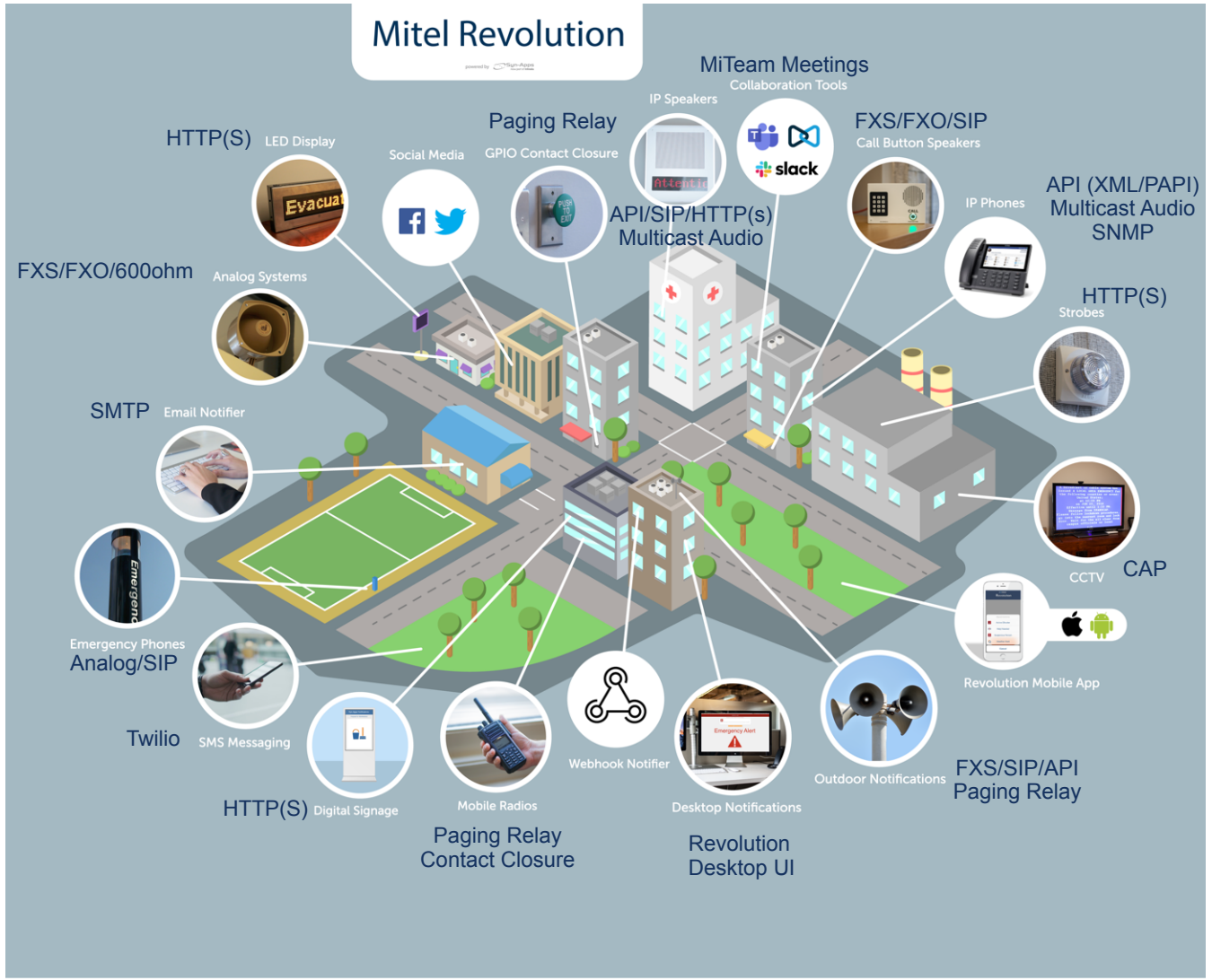
Wide variety of:

Activation Methods



Mitel Revolution: Adaptable by Design

Wide variety of device types to notify:



Easy to Deploy, Maintain, and Grow

Fast and Simple Deployment

Profile Customer Environment & Use Cases (1 Hour)

- Document customer technical environment
- Identify & document communication systems & services
- Outline customer use cases & functionality needs

Pre-Install Preparations (2-4 Hours)

- Download Mitel Revolution software or Virtual Appliance
- Mitel Revolution server setup, PBX configuration & preparation

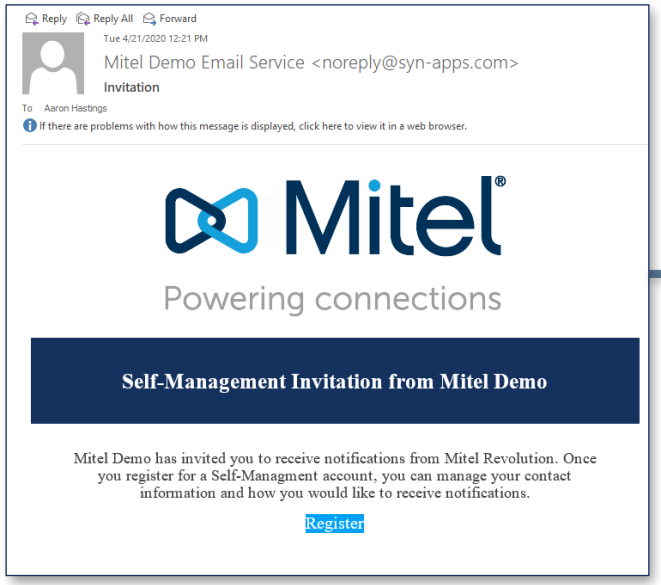
Install, Configure, & Build Notifications (1-2 Hours)

- Install & configure Mitel Revolution
- Use Mitel Revolution to build customer-defined notifications
- Test, Troubleshoot, & Remediate any potential issues

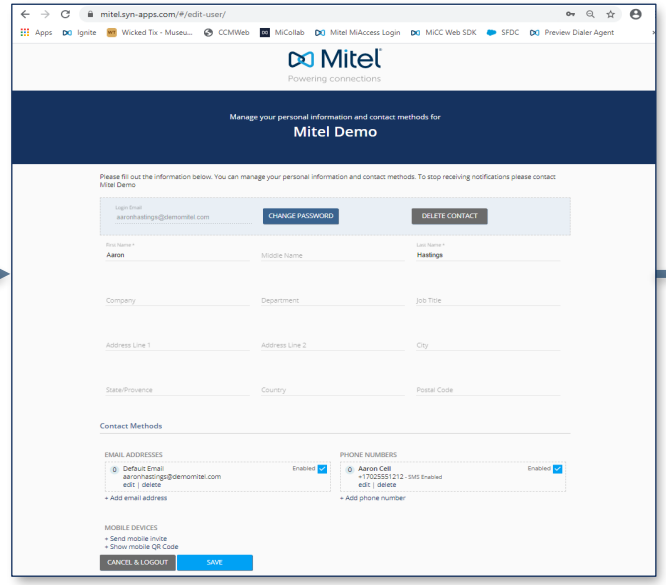
Based on average install times.
Times can vary based upon unique requirements of each customer

Easy Deployment - Self Registration & Automatic Mobile Invitations

Step One
Receive Self-Management Invitation Email

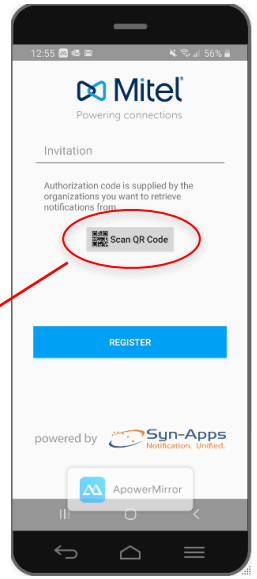


Step Two
Enter your Contact Info

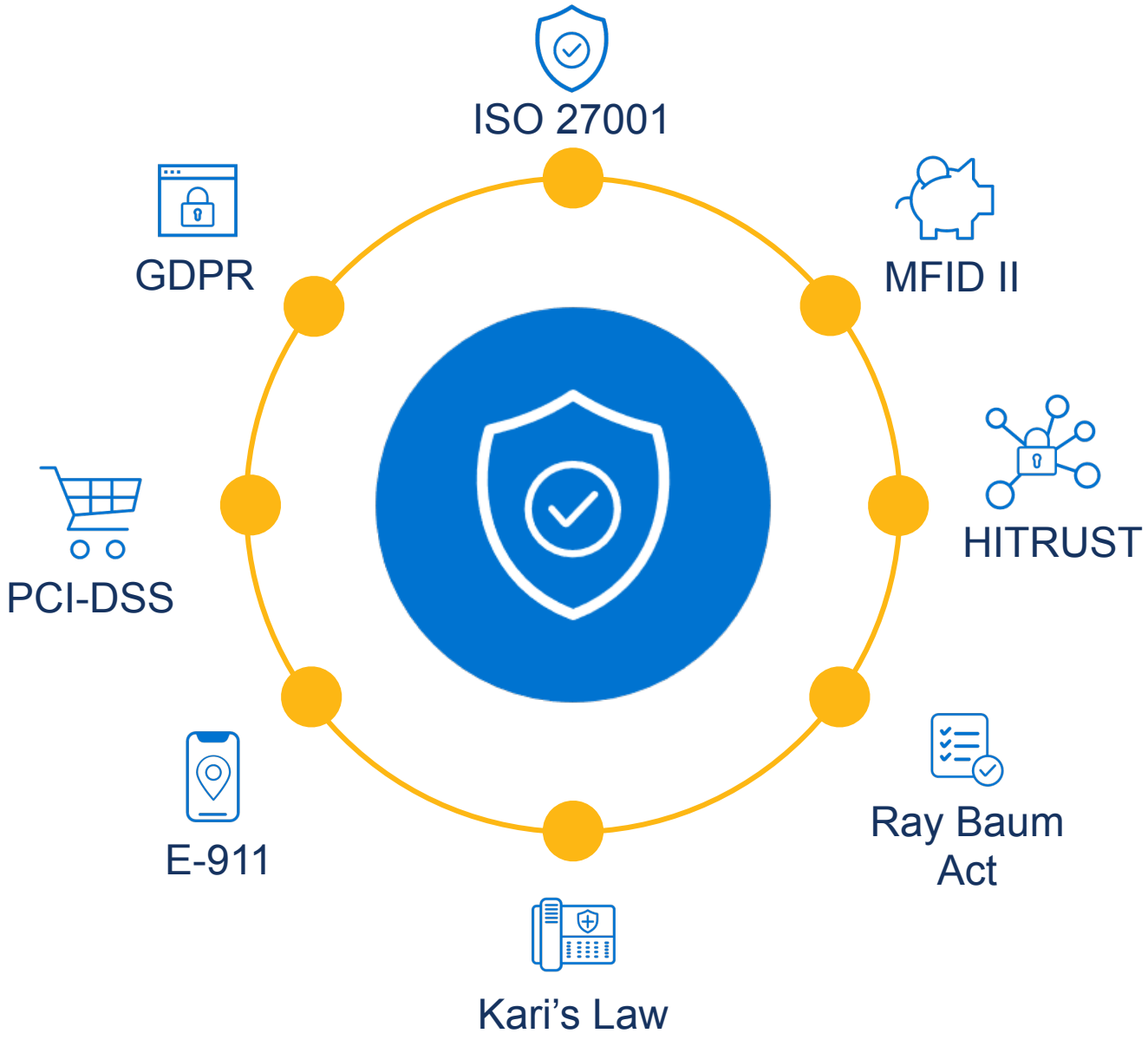


Step Three
Receive Mobile Invitation Email

Step Four
Register Mobile Client with QR Code



Mitel Education Solutions Security, Privacy, and Fraud



Note: Regulatory Compliance: includes common controls that customers may use to help address requirements in their regulated environments, such as security, privacy, and/or anti-fraud measures."

Commercial Choice

Mitel **Call Control** Solution (MiVB, MX-ONE)

Partner / Customer Provided Infrastructure

On-premises	Customer Instance Cloud	Partner Instance Cloud	Public Cloud (Azure, AWS, Nutanix)

Perpetual Licenses (CapEx) OR **Subscription Licenses (OpEx)**

Mitel provides CapEx Options for Education Organizations with Time-Defined Budgets

Volume discounts, choice and peace of mind with Mitel's Sourcewell partnership

Sourcewell

- Sourcewell solicits, evaluates and awards contracts through a competitive solicitation process on behalf of its members.
- Members have a choice of these contracts and procurement processes, thereby satisfying local/state solicitation requirements and avoiding duplication of the process.
- Mitel Sourcewell contract #: 022719-MBS

Mitel Education Customers

TRUSTED BY
K-12 Institutions Worldwide

RAYTOWN QUALITY SCHOOLS

"One of the big benefits of Mitel that we really enjoy in our district is the MiCollab soft client that can go on our mobile devices. With it, our principals and administrators are able to stay connected to their offices even when they're not there."

Melissa Tebbenkamp, Director of Instructional Technology, Raytown Quality Schools

MUSKOGEE

"Mitel was the most cost-effective in terms of both initial costs and long-term total cost of ownership."

Eric Wells, Director of IT, Muskogee Public Schools

Taft

"The broad range of customizable options, including conferencing, messaging and mobility, give us the right tools to increase productivity, enhance safety, and maximize our IT investment."

Frank Trosky, Systems Administrator
Taft School

Partnering with Mitel Provides…

1. **Safety:** with Mitel Revolution, principals and staff can keep students and faculty safe by easily sending reliable notifications sent in seconds
2. **Ease of use:** Technology that will work within your infrastructure with simplicity when you have a small IT staff, making staff lives easier
3. **Meaningful communication:** Parents can utilize IVRs or third-party integrations to track attendance, report absences and leave messages for faculty
4. **Seamless:** Improved and simplified communications between the teachers, staff, students and parents

The Future is Bright
Partner with Mitel to change your school's experience for students and staff

Next Steps:

1) Solution Discovery session

2) Services Discovery session

3) Solution Demo