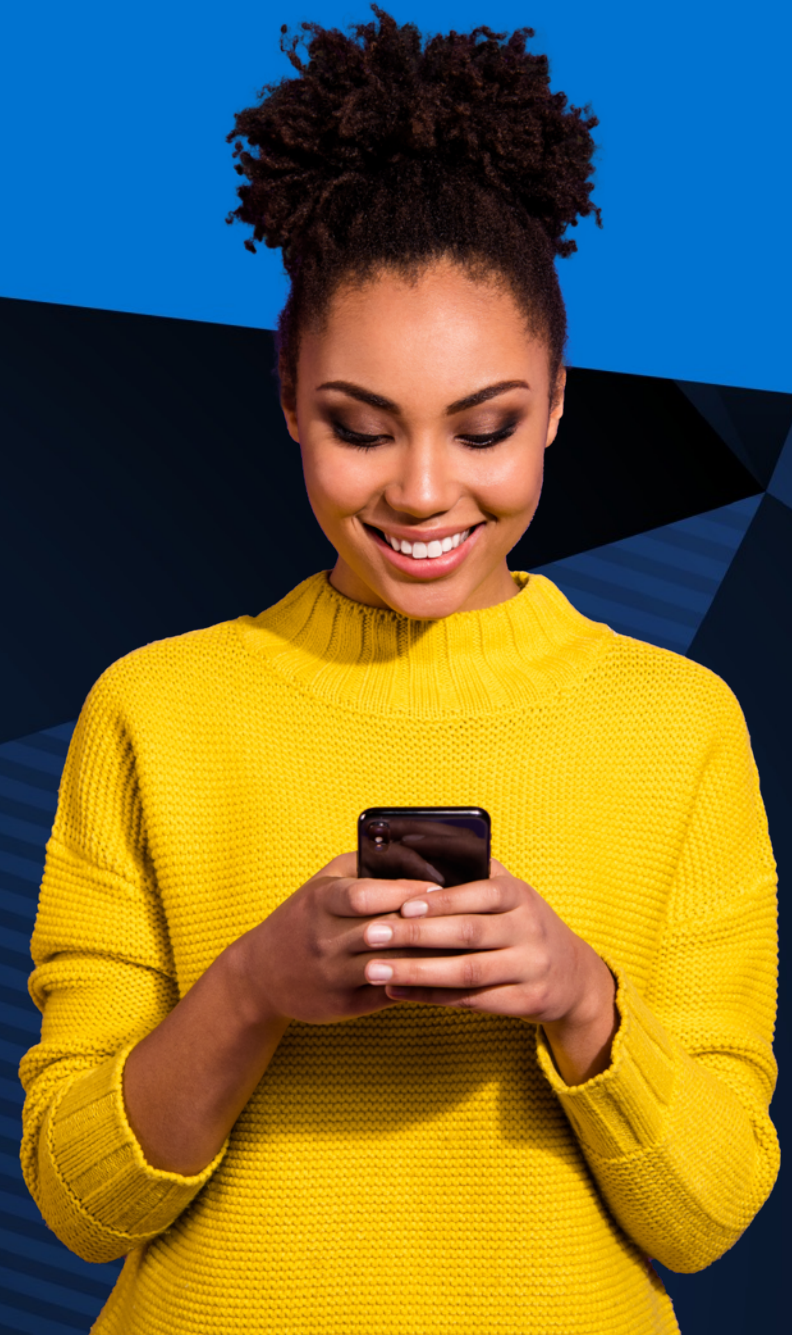




SLED, K-12 & Higher Ed

Use Cases

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Education Use Cases



School Administration (KNOWLEDGE WORKER)



- Communicate / collaborate with school and administration staff
- High degree of video meet, real-time collaboration, light CX
- Location dependent, desk worker
- Mitel integrates all communications

Teachers, Faculty, Staff (INFORMATION WORKER)



- Time sensitive comms needs in times of emergency
- Degree of info from student admin portals that triggers need comms
- Location dependent

Parent of Student



- Light communications needs, but still need to be contactable
- Mobile dependent
- Voice / message centric comms



EDUCATION USE CASE STORY:

K-12: Superintendent Proposing Tech Choice

SETTING

- K-12 school district
 - Private school
 - Charter school
 - Public school
 - ISD
- Superintendent
- Assistant Superintendent
 - Selling proposed solution to the School Board
- The pandemic has affected school districts and budgets. With declining faculty and mixes of hybrid learning, school districts are competing to have the best learning experience. Superintendents are proposing technology options to Board of directors who are keeping the politics in mind of their decision and deploy modern communications systems across many different locations, by maintaining personnel safety and new models of learning (hybrid, onsite and virtual).

ISSUE

- Superintendent is looking for new technology and must stay within budget allowed.
- Superintendent puts student learning first but also needs to appease board of directors and choose a technology that consistently performs in their school district.
- They care about making a choice that allows for their phone system to be easily used, managed, and cost effective.
- Learning loss is top of mind, whether that's tuition, learning management systems, online tutoring, formative assessments, outcome-based learning, everything has changed with the pandemic.
- Elementary school level there's literacy loss and at the secondary/HS level there's collegiate trajectory and plans
- IT staff shortages
- Declining faculty and staff

ACTION

- Superintendents are re-evaluating their communication tools and technology portfolio.
- Onsite 6900 phones (especially microbial) are a top pick for school common areas (libraries, offices, etc.). Helps keep faculty, staff and students healthier.
- Mitel is easy to manage for IT teams that might be short staffed.
- If phones are not needed throughout the whole installation, Contact Center and collaboration offer many options for the school or remote learning. Teachers and staff can use SMS communication.
- Integrations with Google Classroom
- Hosted PBX or data center or hybrid with local resiliency
- Compliance capability with private cloud
- Can incorporate Mitel into their campus environment as a piece of their discounted carrier options



VALUE

- Not only is the Mitel solution cost effective, but now the superintendent feels confident they're making the best recommendation for technology to improve learning and staff experience across the district.
- Stakeholder (school board) buy in.
- Mitel and Sourcewell partnership (contract) allows for gov't and education entities to get competitive bids and ease of procurement.
- Mitel offers sizing to scale and flexibility to grow.

EDUCATION USE CASE STORY:

K-12, The Principal

SETTING

- K-12 school district
 - Private school
 - Charter school
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- Superintendent
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ISSUE

- What does a hybrid school look like now? Is it emergency response or everyday relevance? Principals need options for communicating
- If emergency response, there's increased concern for safety on campus, especially in the US.
- Without effective broadcast communications it is difficult to inform all parties (staff students and parents) of school closures due to weather, safety or life-threatening circumstances.
- Principal needs to be able to communicate to faculty, staff and students with live, immediate communication at a moment's notice.

ACTION

- Mitel Revolution for mass notifications
- For crisis protocol
- Weapon threats
- Mass notifications across the campus broadcasting
- Seamless and simultaneous announcements such as storm alerts, ice, snow and school cancellations due to weather to parents and students
- Mitel helps reduce "technical debt"
- Fewer maintenance trips for IT teams with 99.99% reliability



VALUE

Principals have peace of mind they communicate crisis or any mass notification whenever they want, thus keeping their faculty, staff and students informed and safe.

EDUCATION USE CASE STORY:

K-12, The Everyday School User

SETTING

- K-12 school district
 - Private school
 - Charter school
 - Public school
 - ISD
- Everyday tech user
 - School Principal
 - Administrator
 - Teacher
 - Counselor
 - Janitor
 - Coach
 - Student
 - Parent of student
- Schools are a place for learning and development. Technology should be something that occurs in the background and runs seamlessly to supplement the scholastic experience not complicate it. Personnel shouldn't have to think about their technology – it should just work.

ISSUE

- The communication across audiences is broad between faculty to faculty, teacher to student, school to parent and parent to school.
- With learning declining during the pandemic, teachers are looking for new ways to leverage technology with their students to stay connected and evolve their learning environment.
- At times, staff needs to also communicate across multiple school campus sites across the district.

ACTION

- Get the most out of the technology you have. Mitel enables communication across various audiences whether they're on-the-go or sitting at a desk.
- Parents can track attendance, report absences and leave messages for relevant staff.
- School notifications can be communicated as SMS, call recording and mass notifications either in emergency situations or non emergency.
- Deliver third party integrations between Mitel and platforms like Microsoft Teams and Google Classroom to provide greater operational efficiency between district employees.



VALUE

- Improved learning and staff experience.
- Better relationships and communication for faculty, students and parents.

EDUCATION USE CASE STORY:

Higher Ed, The Tech Decision Maker

SETTING

- University
 - Private school
 - Public school
- Everyday tech user
 - President
 - CIO
 - IT Director
 - Student
 - Faculty
 - Staff

ISSUE

- The communication across audiences is broad between faculty to faculty, faculty to students.
- With learning declining during the pandemic, many students are asking if college is worth the cost to attend.
- At times, staff needs to also communicate across multiple school campus sites across the campus(es).
Increasing privacy, cyber security and personal safety needs with technology to support.
- Physical safety needs
More remote learning options are needed.
IT resources declining due to burn out with pandemic
- Campus experience is top of mind for students

ACTION

- Mitel enables communication across various audiences whether they're on-the-go or sitting at a desk.
- Mitel helps provide hybrid and onsite learning options.
- Campus notifications can be communicated as SMS, call recording and mass notifications.
- Deliver third party integrations between Mitel and platforms like Microsoft Teams and Mitel Voice Assist to provide greater operational efficiency across the institution and campus locations.



VALUE

- Improved learning and staff experience.
- Better relationships and communication for faculty, students and parents.