



ICT4

Discover **VoIP Solutions** for Schools and Trusts

What is VoIP?

VoIP (Voice over Internet Protocol) allows you to make and receive phone calls using your internet connection instead of a traditional phone line.

There are many benefits such as:

- **Lower costs:** VoIP calls are cheaper than traditional phone lines and MATs can make considerable cost savings on maintenance and equipment costs since you don't need a separate phone line and can use any digital device (with a microphone and speaker) to make and receive calls.
- **Better quality calls:** VoIP calls are usually clearer and more intelligible than traditional phone calls.
- **More flexibility:** With the mobile app, and choice of devices, you can make and receive calls from the same number across several devices and locations.
- **More functionality:** Additional features not offered by PSTN. See page three for a list of features for 3CX and Teams phone systems.

Specific benefits for education:

- Third-party integration allows teachers and students to access and use education tools and applications during a video call.
- Call routing and dedicated number allocation allows schools and trusts to set up automatic switchboards, clubs and trips phones, absence voicemail or dedicated absence reporting phone number.

- By adopting cloud based telephony, schools can modernise their wider communication infrastructure and align with their wider digital transformation strategy.

"Through working with iCT4 to implement a cloud based phone system with 3CX, we have been able to make cost savings and streamline our internal operations. The reassurance that the connection is reliable and secure has been fantastic and enabled us to focus on teaching and learning with minimal disruption whilst the transition took place. The user friendly handsets and features has enabled a 'business as usual' experience for staff across the whole trust and we needed very little training to get the organisation up and running.

Our partnership with iCT4 has centred around a fully integrated digital transformation strategy that looks at the wider infrastructure of the trust and longevity of all ICT systems and process."

Ransi Bandara, Chief Operations Officer & Chief Financial Officer, Rainbow MAT



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Why partner with us?

- We offer impartial advice to schools and Trusts whilst also providing support for all the leading brands in telephony.
- We continually refine our suite of partners so that schools always get the best fit and most cost effective solution.
- We'll introduce new customers to a local school already using the same technology so they can fully understand the process from those in a similar situation.
- We look at the entire ICT picture in your organisation free of charge. Communications are an integral part of your digital strategy and should form part of a bigger strategic plan.
- We put boots on the ground when it's needed. Our local teams are based throughout the UK and have a wealth of experience installing and maintaining VoIP systems and the infrastructure that supports it.

"As the Head of Trust IT at Athena Learning Trust, I can confidently say that working with iCT4 to consolidate our 3CX systems and move them to the cloud has been a transformative experience. It has not only brought significant cost savings to the trust, but also streamlined our operations and enhanced our overall efficiency.

The rather complex brief, to move each schools across to the new system as their contracts ran out, was simplified through a dedicated member of staff working closely with me from start to finish.

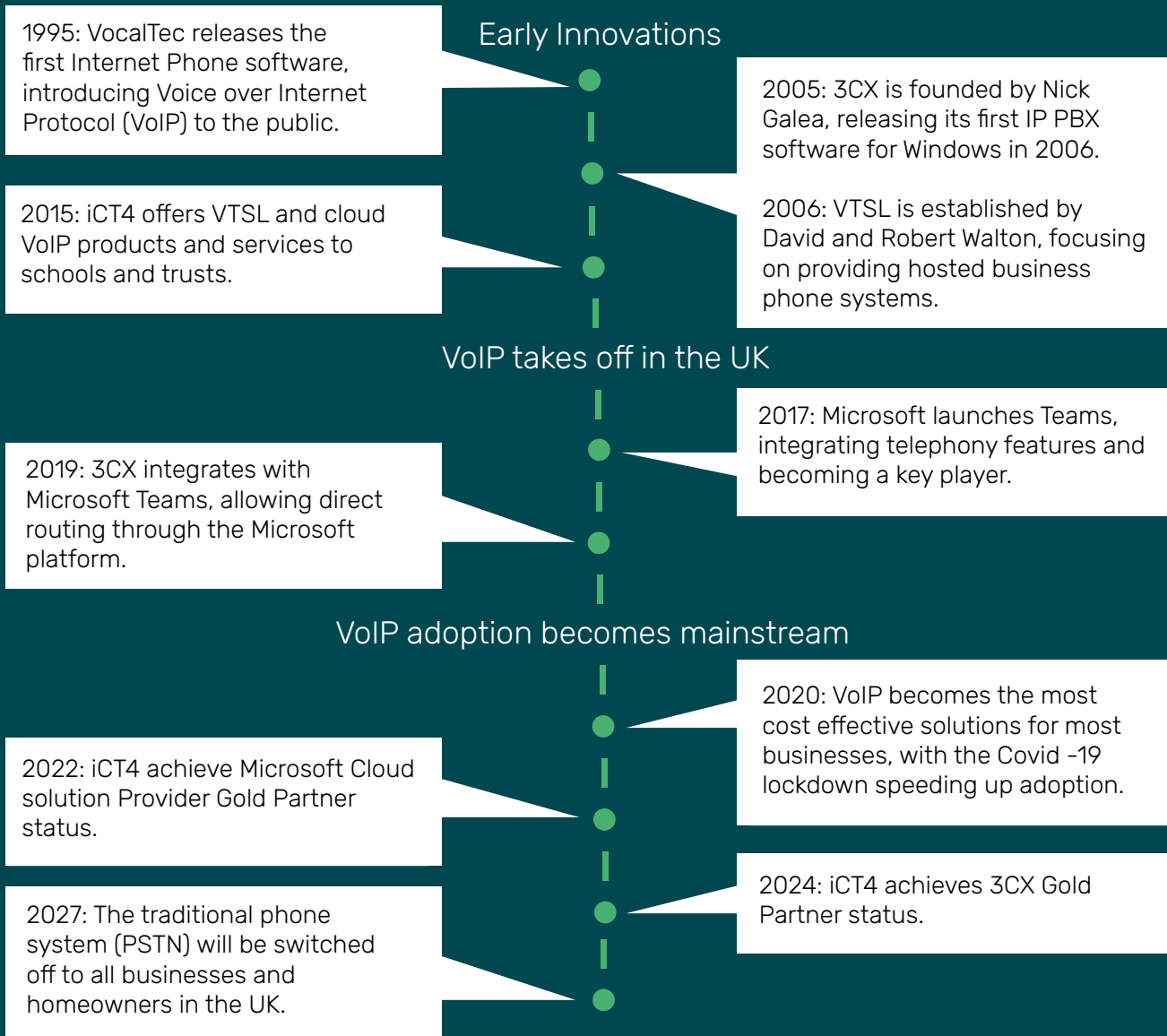
The rationale to move our 3 Primary Schools and 6 Secondary Schools to a single system was to reduce the cost of licensing fees and infrastructure, however, there have been so many other benefits. One of which is the overall flexibility and control that the new system gives us, we can easily scale up and scale down as and when we need to."

Danny Garfield, Head of Trust IT, Athena Learning Trust



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Innovations in telephony



Future Advancements:

- Integration of 5G Technology promising ultra-fast speeds and increased capacity.
- The integration of AI into VoIP like virtual assistants.
- Internet of things (IoT) devices connecting with VoIP systems enabling voice-activated control and smart room experiences in classrooms.
- Unified Communications as a Service (UCaaS) is of service where all communication tools are integrated into a single platform.
- Further enhancements of security measures. As cyber threats increase VoIP systems are constantly being updated to protect against fraud and data breaches.

At iCT4 we are continually reviewing our suite of partners and refining our offer to schools and Trust to take advantage of the latest innovations and technology in VoIP communications.

Our two favourites

3CX

Key Features:



- No call charges. Billing is based on a per user basis and can easily be scaled up and down as required making budget forecasting more predictable long-term.
- The mobile app allows staff to be contactable around the premise or working remotely.
- Integrates well with Microsoft Teams as well as MIS products such as Arbor and Bromcom without any additional charges.
- Integrates with the full range of phone hardware.
- Free trial options available.
- Leasing of phones and hardware options available.
- 3CX Call Flow Designer (Text to speech in 120 languages, surveys, callback scheduler, call routing).
- Facebook Messenger, WhatsApp and SMS/MMS Integration.
- 3CX Live Chat.
- Security and compliance - includes robust security features to protect communications and adhere to industry standards.

Teams

Key Features:



- Free internal 'Teams to Teams' comms system available with Microsoft 365.
- Different pricing packages available for external calling, either through Microsoft's Calling Plans or by connecting your own telephony provider using Direct Routing or Operator Connect.
- The mobile app allows staff to be contactable around the premise or working remotely.
- Voicemail and call queueing (voicemails can also include transcript services).
- Advanced calling features such as group call, call parking, on-hold music, call delegation.
- Security and compliance - includes robust security features to protect communications and adhere to industry standards.
- Integration with Microsoft 365.

Transforming the classroom through technology

www.ict.co.uk

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