Higher Education Solutions
Higher education communications

THE CHALLENGES

Whilst IP Communications brings many advantages, the cost and complexity of moving users in a single step can be overwhelming.

Mitel’s communications platform has been designed to integrate with other telephone systems to enable universities and colleges to leverage investment in traditional telephony and benefit from IP communications. By migrating to IP communications at a pace that makes sense to the organisation, universities can resolve pressing business issues in shorter timescales and avoid the risk and disruption often associated with a ‘big bang’ IT project.

Academic staff and students are constantly on the move, in a lecture room, meeting with colleagues and students, working at home or in local businesses.

IP Communication extends the universities network into homes and local businesses, enabling staff and students to work from virtually any location. Using Mitel® Dynamic Extension individuals can be contacted on a single number and manage their availability from any device or location. Where individuals want to use their own devices, they can be added to the enterprise network for the period of their education.

Answering calls, tracking down staff members and gaining access to information can be difficult within a busy university or college environment. Educational organisations need to adapt and respond to many communication challenges as each academic year progresses.

By understanding how students prefer to communicate, educational organisations can improve services and free up staff to deal with more complex enquires. Mitel’s flexible contact centre solutions can help universities and colleges to manage busy periods by utilising additional staff and even home workers, for example, during the student clearing period.

The need to meet compliance requirements is increasingly challenging within educational environments, ensuring staff and students are safe, managing building security and saving energy.

For many years Mitel has taken a positive approach by addressing compliance issues. Our solutions help organisations to deliver secure communications, record calls, reduce energy consumption and help to keep staff and students safe.

In an increasingly competitive market, universities and colleges need to explore new ways of attracting students, extending reach and collaborating with local businesses.

When blended into web based student portal, educational content, unified communications and collaboration can be combined to transform the learning experience. Students can share information and participate in conference sessions to enhance the learning experience. Staff can make themselves available to increase reach, extend teaching hours, answer questions and offer additional coaching sessions.

Many colleges and universities are struggling to manage complex and disparate IT solutions scattered over multiple buildings. High support costs consume resources that could otherwise be focused on supporting business process development and innovation.

Mitel’s open approach to communication enables universities to deploy IP communications in a way that makes sense for their organisation. Mitel solutions are data network agnostic and can be deployed on dedicated hardware or industry standard servers. In addition, our call control and applications can be deployed as Virtual Appliances within a VMware® environment to simplify support, reduce complexity and improve availability.
University challenges

With Mitel, universities can harmonise communications across the campus, providing staff with a consistent user experience regardless of their location, from the lecture theatre to the lab or even their home office. With Mitel, it’s about people and how they communicate.

Powerful next generation communications

As educational establishments move towards a more competitive environment, best in class teaching facilities, excellent student service and staff efficiency will be key to attracting and retaining the best academic staff and students.

Well managed communications can help to create a positive impression. Technology savvy students are looking to use their mobile devices as an extension of the university network to obtain information and stay in touch. Busy academics need to be able to manage their presence and availability in order to manage work patterns and optimise education opportunities for students.

By blending educational tools, content, unified communications and collaboration into a web based student portal, universities and colleges can transform the learning experience, extend reach and stay ahead of the game.

Intelligent migration

Whist unified communication and collaboration can bring many advantages to colleges and universities, the cost and complexity of moving users in a single step can be overwhelming. MiVoice Business has been designed to integrate with other telephone systems to enable educational establishments to leverage investment in traditional telephony and benefit from IP communications. By progressively migrating to IP communications, universities can avoid the risk and disruption often associated with a ‘big bang’ IT projects and resolve pressing business issues in a shorter timescale.

Mitel’s open approach to communications enables universities to deploy IP communications in a way that makes sense for their organisation. Mitel solutions are data network agnostic and can be deployed on dedicated hardware or industry standard servers. In addition, our solutions can be deployed as a Virtual Appliance within a VMware environment to simplify support, reduce complexity and improve availability. When moving from a single site solution to a private or public cloud, your investment in IP telephones, software and licensing is protected.
Enhancing the learning experience

Keeping people connected

Increasingly, individuals are looking to use their own mobile device as part of a university network. Mitel Dynamic Extension enables up to 8 devices to be associated in a ‘Personal Ring Group’. When working on campus and within range of a WiFi network dual mode mobile devices can be used as a telephone extension to reduce call costs.

Users can manage presence of each device within their ring group to suit their work pattern. By deploying a common set of communication applications across fixed, wireless and mobile devices, users are presented with one, simple, familiar user interface.

State-of-the-art resources and information services to attract and retain students

Student services benefit immensely from IP telephony technology. With Mitel IP Communications students can work remotely, allowing the university to offer extended hours of operation. Mitel offers a wide portfolio of collaborative applications to support a virtual learning environment. Students can collaborate on projects and interact with academics by using audio web and video conferencing. Moreover, academic staff can extend support to students whilst away from the campus using a softphone. New ways of teaching can be explored as the campus is no longer restricted to the physical infrastructure. Communications can be extended to wherever the network reaches, be it LAN, WAN, WiFi or broadband.

Create the right impression

By understanding how students prefer to communicate and implementing multimedia communications, educational establishments can improve their service and free up staff to deal with more complex enquires. Correctly implemented, simple call routing, networking, self service and reporting can go a long way towards improving call handling. By overlaying mobile working and presence, members of staff can make informed decisions to optimise staff efficiency and improve service. Mitel’s flexible contact centre solutions are able to manage and report on voice, email and web interaction to enable students to communicate in the media of their choice. During busy periods, for example during clearing, additional staff at remote locations or even at home can be drafted in to create a truly flexible solution.

By adding multimedia ‘outbound notification’ students can be reminded about events, activities, project deadlines and results availability. Outbound notification can also be used as part of an emergency notification system to reach staff, students and contractors distributed across a campus.

Extend the campus

Mitel Unified Communications and Collaboration can be extended over a fixed or wireless broadband network. Location is no longer relevant as academics, staff and students can collaborate from ‘anywhere’.

Audio, web and video conferencing enables staff and students to work together through formal scheduled lectures and informal coaching sessions. Specialist resources can be included to make lessons more informative and inspiring. Collaboration can also facilitate continued education when students are on placement in local businesses and during periods of illness or travel disruption.
The right decision for you

Mitel is recognised as a leader in helping educational establishments migrate to unified communications. Mitel offers a converged voice communications platform that enables organisations to move to IP communications whenever and however it makes sense. Mitel works with clients to create and develop innovative solutions that don’t break the bank.

Ease of use

The core ethos of Mitel is to ensure ease of use for the end user. Mitel strives for innovation at the desktop and is at the forefront of designing productivity tools that offer end users both flexibility and seamless access to communications.

Value for money

Mitel offers optimal value for money and has one of the lowest total cost of ownership models on the market.

Choice

Mitel’s open standards approach to voice communications allows educational establishments to choose best in class systems and avoid vendor ‘lock in’. Mitel partner with industry leaders including Microsoft, HP Networking and VMware to deliver innovative new IT solutions with real business value.