



Transforming Education Through Better Communication and Collaboration

FROST & SULLIVAN VBOOK



The New Imperative— Why Communication is Central to Education’s Future

Today’s schools, colleges, and universities face mounting pressures: chronic absenteeism, budget constraints, and evolving student needs. Teachers juggle multiple roles, from educators to crisis responders, often without the tools to communicate effectively.

While these challenges are well known, communication is one factor that quietly amplifies them all.

When communication systems are outdated or fragmented, they intensify every other problem—delaying support, increasing administrative burdens, and creating barriers to student success.

For example, communication failures directly impact outcomes if a teacher is unable to quickly notify parents of an emergency or if a student misses out on support due to missed messages.

Modern telecommunication platforms are not just a ‘nice to have’; they are foundational to solving education’s most pressing problems.

Frost & Sullivan data highlights that on average, 65% of education IT decision-makers report communication challenges are a barrier to efficiency and student success.

Burden of too many communication tools



Insufficient technology training



Poor integration



Absence of automated event notifications



Lack of appropriate tools for specific roles



Downtime due to connectivity issues



Teachers’ resistance to new tools

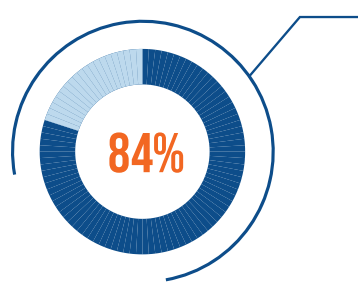


These issues are not just technical; they are deeply human. When communication fails, students miss out, teachers burn out, and institutions fall short of their mission.



Building Bridges: Connecting Educators, Students, and Families

Seamless connectivity is essential in education. When communication breaks down, workflows stall, staff face stress, and students are left unsupported. Unified communications platforms that integrate voice, video, messaging, and collaboration enable real-time interaction among all stakeholders.



of education IT leaders say they prefer an integrated platform powered by AI, unifying calling, meetings, messaging, and contact center functions.

Effective, integrated communications are no longer optional; they underpin student success, operational resilience, and institutional excellence.

Education IT leaders want omnichannel platforms that seamlessly bridge on-premises and cloud-based systems. These solutions reduce administrative burdens, strengthen security, and improve flexibility for both educators and families.



89%

of IT leaders want communications platforms with multiple APIs and simple third-party integrations, ensuring schools can connect their technological ecosystems without adding complexity.

The result is a more connected, responsive, and resilient learning environment—one where staff can focus on teaching and student success.



Uncovering Hidden Inefficiencies: Closing Communication Gaps in Education

Even after adopting digital tools, many institutions continue to struggle with hidden inefficiencies, such as siloed information, inconsistent policies, and slow response times.

These inefficiencies often stem not from a lack of technology but from misaligned processes, underutilized features, and the absence of real-time visibility into operations. These issues often lead to:

- ▶ Siloed information
- ▶ Poorly communicated or inconsistently implemented policies
- ▶ Delays in responding to information requests
- ▶ Redundant work and missed opportunities to improve outcomes for staff and students
- ▶ A lack of feedback loops to refine processes and drive continuous improvement

Communications gaps don't just cause frustration; they directly affect student success, institutional compliance, and operational efficiency.

The majority of education IT decision-makers view communication challenges as hindering the efficiency of important workflows.



Student services (admissions, support, and engagement)

78%



Research and development (innovation and community engagement)

72%



Academic affairs (teaching and learning)

68%



Facilities and learning technology

65%



Automating for Impact: The Critical Role of Workflow Efficiency

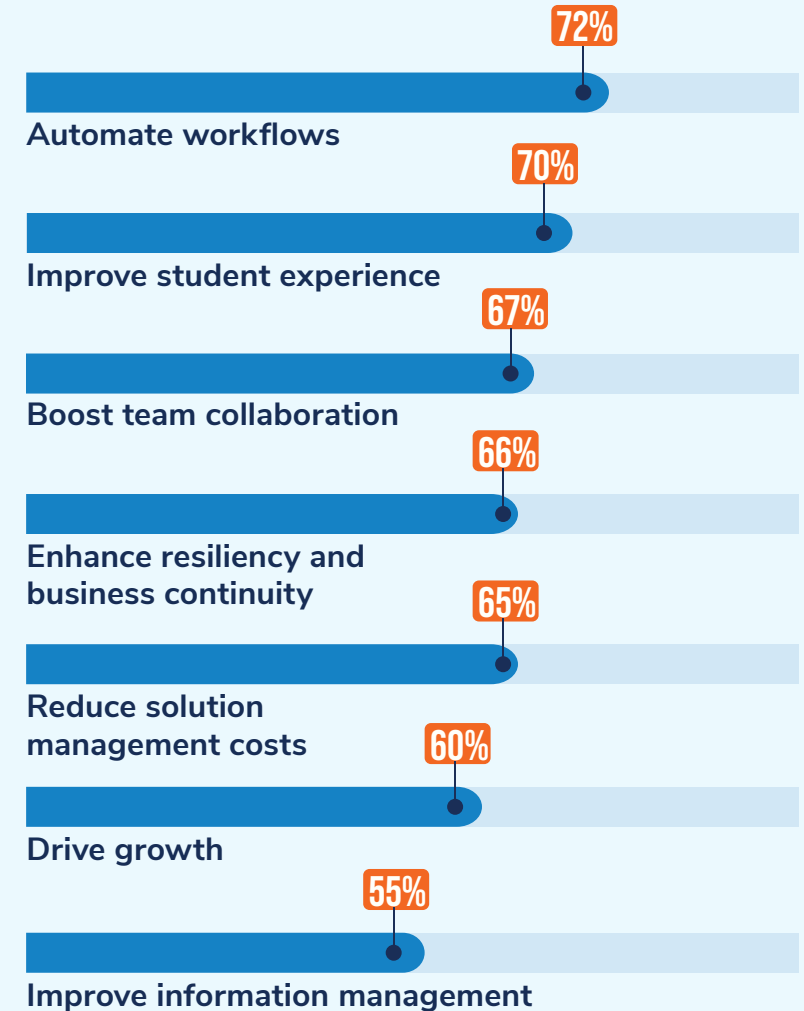
Students now expect the same level of convenience, personalization, and immediacy from their academic institutions that they experience in other sectors, such as retail and banking. For example, students expect an “always on” approach to advisory, IT, and administrative support, as well as seamless availability of course content. At the same time, faculty and staff are under pressure to do more with fewer resources, making workflow automation essential for efficiency.

Forward-looking institutions are exploring seamless, student-centric digital support solutions and automating workflows to meet the rising expectations of students and enhance operational efficiency.

As digital ecosystems become increasingly complex, the ability to automate and integrate workflows is becoming a key differentiator for achieving educational excellence.



Education IT decision-makers report the following factors as crucial or very important for their organization to drive investment in communications and collaboration solutions until the end of 2028.





Empowering Educators: Collaboration Tools for Modern Teaching

The classroom is evolving, and so are the demands on educators. Teachers are expected to deliver engaging lessons, provide real-time feedback, and support students' diverse needs. Yet, many faculty and staff still rely on outdated or fragmented communication tools, limiting their ability to collaborate, innovate, and respond quickly to student needs.

Modern telecommunication solutions are transforming the teaching experience. Cloud-based video meetings enable virtual classrooms, while secure messaging and business SMS allow teachers to communicate instantly with students and colleagues. Emergency notification systems and integrated collaboration platforms further enhance safety, coordination, and staff engagement.



A considerable percentage of educational IT decision-makers are prioritizing investments in the following communications tools that directly empower educators.

53%

are prioritizing cloud video meetings to support hybrid and remote learning.

46%-45%

are prioritizing business SMS and mobile calling apps respectively to enable flexible, real-time communication.

42%

prioritize overhead paging and emergency notification systems to improve campus safety and responsiveness.

By equipping teachers with advanced, easy-to-use telecom solutions, it is possible to boost staff morale, streamline workflows, and create a more dynamic, supportive learning environment.



Overcoming IT Barriers: Addressing Modernization and Integration Challenges

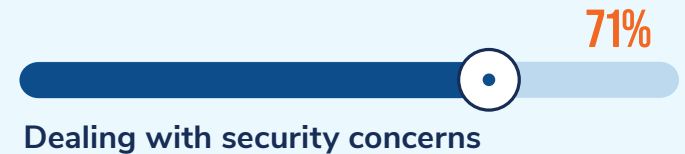
Modernizing education’s communication systems isn’t easy. IT and telecom leaders face security threats, privacy regulations, skills gaps, and the challenge of integrating legacy and cloud systems.

The rapid evolution of technology, including the integration of AI, has created a significant skills gap. At the same time, schools must provide tailored solutions for a diverse workforce: teachers, administrators, counselors, and support staff all have unique communication needs.

Managing these requirements is further complicated by the prevalence of multi-vendor environments, where legacy systems must be integrated with new cloud-based platforms. This patchwork of technologies can lead to inefficiencies, increased risk, and user frustration.



Over two-thirds of education IT decision-makers identify security, compliance, skills gaps, and integration as critical barriers to modernization.





Staying Flexible: Adapting with Hybrid Communication Models

Hybrid cloud strategies are transforming how institutions balance innovation with stability. By combining the scalability and flexibility of cloud services with the security and control of on-premises systems, schools can modernize operations, safeguard sensitive data, and streamline both academic and administrative functions.

This approach is expected to enable institutions to scale efficiently while mitigating risks such as vendor lock-in, migration challenges, and service disruptions, ensuring that technology supports teaching, learning, and long-term institutional success in the near future.



Over 65% of education IT decision-makers indicate that hybrid communication models will remain the dominant communication approach over the next three years.

Entirely premises-based



Predominantly premises-based



Hybrid, with almost equal proportions of disparate (non-integrated) premises-based and cloud solutions



Hybrid, with almost equal proportions of integrated premises-based and cloud solutions



Predominantly cloud-based



Entirely cloud-based



Hard to say



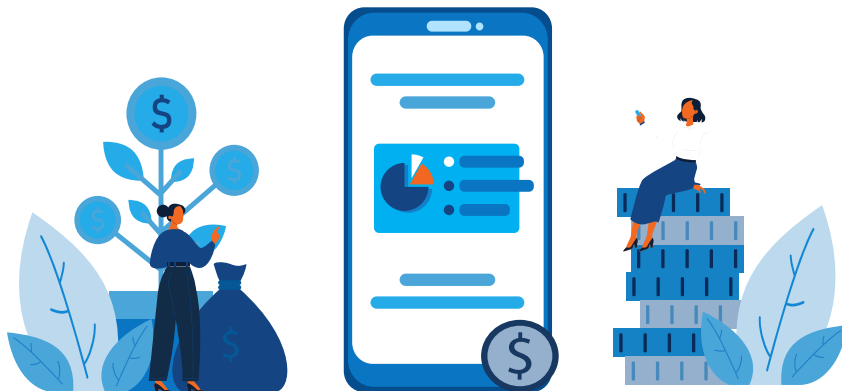
Telephony environment: ■ 2025 ■ 2028 (n=59)



Investment Priorities: Allocating Resources for Maximum Impact

Budgetary pressures are real, driven by post-pandemic economic shifts, rising operational costs (including energy, supplies, and staff compensation), and tighter public spending. However, 60% of education IT leaders expect to increase their communications budgets, reflecting the critical need to modernize workflows and improve operational efficiency.

By breaking down information silos, accelerating decision-making, and streamlining operations, these platforms enable more effective management and collaboration across critical areas. The key question is where to allocate resources aimed at improving workflow efficiency most effectively.



9 out of 10 education IT decision-makers are planning to invest in digital communications tools to improve the efficiency of workflows within the following departments in the next three years.





Connected Platforms: Transforming Operations and Driving Efficiency

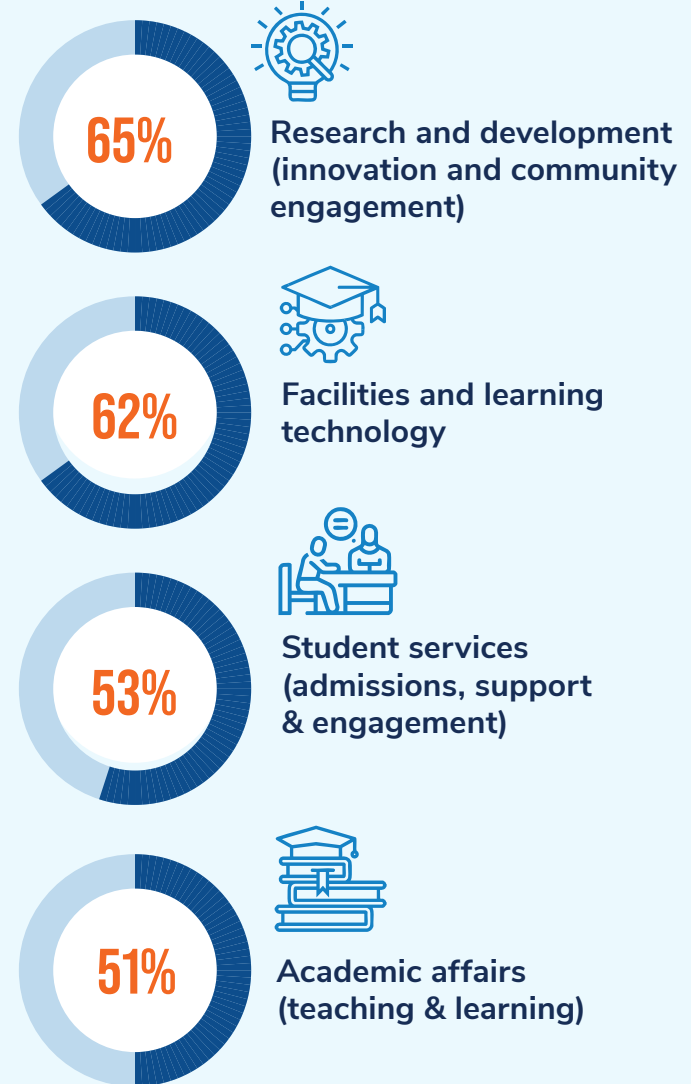
Investments in digital communication platforms enable education providers to streamline workflows across teaching, learning, and administrative operations. Robust, scalable, and secure communications solutions effectively support hybrid learning, enhance student engagement, and improve administrative efficiency.

By consolidating fragmented communication systems and automating routine tasks, these platforms empower staff to focus on delivering outcomes rather than managing technology.

Strategic adoption also strengthens data governance, ensures regulatory compliance, and positions the institution to adapt quickly to evolving educational and operational demands.



Over half of all education IT decision-makers are investing in digital communications to improve critical workflows, signalling a push for operational efficiency.





Managed Services: Simplifying Complexity in Education IT

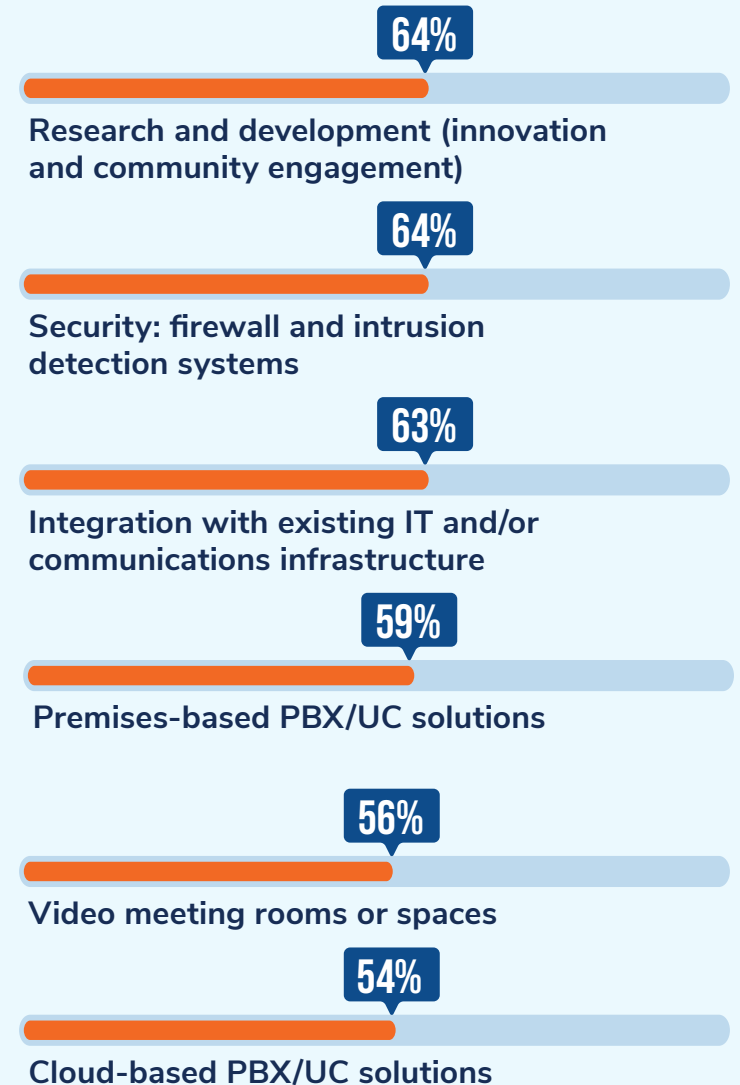
The growing complexity of IT and communications environments in academic institutions places significant pressure on schools and universities to deliver high-quality services while managing limited resources.

Managed services offer a strategic solution, helping institutions simplify technology management, control costs, and address IT skill shortages. Subscription-based models provide predictable budgeting, reduced financial risk, and scalable solutions that grow with their needs.

While providing flexible services, expert providers deliver ongoing support, proactive monitoring, and system optimization, reducing the burden on in-house IT teams and allowing educators and administrators to focus on high-impact activities that improve student outcomes.



Nearly two-thirds of education IT decision-makers expect to use managed services by 2028 for the following critical functions.





Choosing the Right Partner: Foundations for Sustainable Transformation

Choosing the right partner is critical for successful communications transformation. Managed communication and collaboration solutions designed specifically for education enable institutions to optimize operations and focus on delivering better outcomes for students and staff while reducing operational complexity and risk.

By partnering with providers that understand the needs of educational bodies, institutions can implement communications and collaboration solutions that are secure, reliable, easy to use, and fully align with the needs of both staff and students.

By **ensuring reliability, security, and seamless integration**, trusted technology providers enable schools and universities to modernize their infrastructure, remove bottlenecks, and support scalable, future-ready operations.

9 out of 10 education IT decision-makers view the following as a “Must have” or “Would like to have” when considering purchasing communications and collaboration infrastructure from vendors.





Mitel in Action: Enabling Lasting Change in Education


<p>Poor communication and collaboration hinder education workflows. Ineffective communication and collaboration create major bottlenecks in education workflows. K-12 and higher education institutions should align communication across key stakeholders to streamline operations and drive better student outcomes.</p>	<p>Mitel goes beyond simply providing tools—they enable seamless workflows that connect and support every part of the academic ecosystem, from teaching to administration.</p>
<p>Hybrid deployments are now the norm. K-12 providers should look for solutions that seamlessly connect in-person and virtual classrooms, while higher education institutions should standardize communications to support diverse learning models and campus operations.</p>	<p>Mitel's strength in bridging cloud and on-premises systems positions it as the integrator of choice for institutions that don't want to start from scratch.</p>
<p>Digital transformation is accelerating, but there remains a need for guardrails. K-12 schools should embrace cloud-based systems to enhance safety and communication, while higher education providers should invest in scalable PBX and contact center solutions to strengthen student services.</p>	<p>With the ability to offer modular, interoperable solutions that complement existing infrastructure, Mitel is well-positioned in education's incremental modernization path.</p>
<p>Managed services help educational institutions navigate complexity, reduce IT strain, and enhance agility, making them essential for both K-12 and higher education providers.</p>	<p>Educational institutions favor providers that bundle communications platforms with managed services to reduce integration burden and operational overhead.</p>

Mitel helps education providers move beyond basic connectivity by enabling intelligent, optimized workflows that eliminate inefficiencies and improve responsiveness. Through integrated platforms and managed services, Mitel empowers institutions to close operational gaps and deliver more consistent, student-centered experiences.

YOUR TRANSFORMATIONAL GROWTH JOURNEY STARTS HERE

Frost & Sullivan's Growth Pipeline Engine, transformational strategies and best-practice models drive the generation, evaluation, and implementation of powerful growth opportunities.

Is your company prepared to survive and thrive through the coming transformation?

Join the journey. 

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