

cloudya

Your school's one-for-all cloud telephone system.

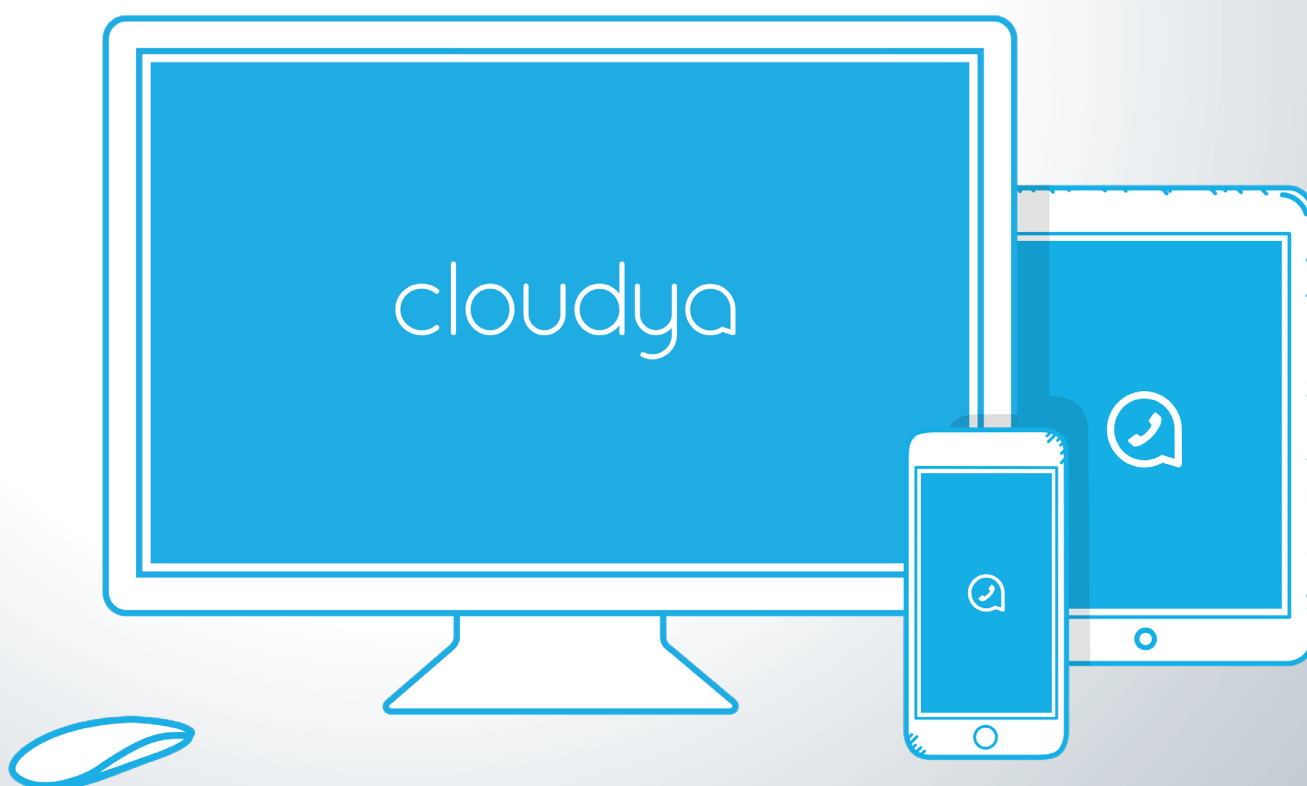
Simplify Communication.

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NFON
Cloud Telephone System

academia
the technology group



2020 saw schools meeting, head on, the challenges presented by Covid-19. We know that the pandemic's legacy will continue to impact all areas of education for some time to come, adding to the already significant pressures on staff, budgets, and resources.

A key recommendation of the Government's EdTech Strategy is to actively consider the benefits of moving to cloud-based IT systems. With the ISDN switch off getting nearer, this is now even more of a priority.

There are 5 key challenges that schools are successfully tackling, through a simple, cost-effective move away from legacy, traditional phone systems to newer, cloud-based communication.

CHALLENGE 1

Budget Control

The cost of creating and maintaining Covid-secure school sites, as well as the loss of revenue from the

after-school rental of rooms and facilities, is having a significant impact on already strained budgets.

Cloud telephony lets you...

- **Control costs**
- **Reduce maintenance and hardware costs**
- **Avoid high mobile call charges**

CHALLENGE 2

Safeguarding

With fewer conversations taking place on school premises, the reliance on telephone conversations is increasing. There are many concerns around calls to student homes, as outlined by the National

Education Union. Call recording, securely encrypted and compliant with GDPR guidelines, plays a key role in maintaining a transparent and positive relationship with everyone in the school community

Cloud telephony lets you...

- **Store call recordings confidentially**
- **Manage phone numbers allocated to staff members and monitor calls**
- **Make calls from a recognised school number even whilst working or teaching from home**

CHALLENGE 3

Effective Communication

Every day, your school office answers the phone to parents, carers, local authority teams, social services, suppliers – to name just a few. Some calls are very

urgent, some less so. Integrating cloud telephony with SIMS makes helps drive better learning outcomes.

Cloud telephony lets you...

- **Route callers**
- **Transcribe calls as email messages -**
- **Share call answering with a 'buddy' school**

CHALLENGE 4

Staff Support

School owned mobile phones have traditionally been a good way of keeping in touch whilst on trips or away from the school site. During the pandemic, these

mobiles have been particularly useful, however they are in short supply.

Cloud telephony lets you...

- **Make calls using a 'softphone' - a laptop, tablet or personal mobile**
- **Maintain staff privacy**
- **Remove reliance on mobile phones**

CHALLENGE 5

Site Communication

As school sites expand and communication challenges increase, staff need to be easily contactable, and

students communicated with, wherever they are, particularly in emergencies.

Cloud telephony lets you...

- **Broadcast calm and clear instructions to the whole school**
- **Change and add recorded messages remotely**

NFON and Academia in partnership

About NFON

NFON, headquartered in Munich, is a European provider of cloud-based voice-centric business communications. NFON is listed on the Frankfurt Stock Exchange (Prime Standard) and partners with over 2,700 organisations across 15 European countries and counts more than 40,000 customers. Cloudya, NFON's core product, is the platform for easy, independent and reliable business communications for companies of all industries and sizes. Premium solutions include UCaaS, CCaaS and, in the future, iPaaS. With our intuitive communication solutions, we assist companies on their journey into the future of business communications.

What our schools say...

"We are delighted with the new phone system Vital has installed in our primary school. The system has given us control over who receives incoming calls and in which order, options for callers to leave messages and particularly given us the ability to access messages from outside the school.

After receiving a training session from Vital we were able to use the system straight away as it was simple and easy to understand.

Vital has supported us for many years with an excellent managed IT service and this support has now been extended to our telephone system.

All the staff at Vital are friendly, helpful and deal with any queries promptly.

Would highly recommend! "

Ann Kirkpatrick, Business Manager, Hempland Primary School York.

"The new phone system has been a real improvement on the old system. Everything from setup to support has been smooth and effortless from our point of view. The system is very intuitive and has allowed great flexibility - from being able to contact colleagues in other parts of school or in different schools, to using the Cloudya app which has made it easier to stay in touch on the move without having to use my own personal mobile details. We now have the flexibility to make multiple calls at the same time and for our out of school club to pick up calls when the office is closed. Vital have provided excellent support throughout - for the technophobes and more confident users - and always respond quickly to any questions or technical issues."

Lee Haynes, Headteacher, Acomb Primary School York

Whether you'd like to know more about how NFON's Cloudya and Nvoice for Microsoft Teams can support your teaching and learning, need more in-depth pricing information, or have a query you'd like to ask us, contact us today and we'll put you in touch with one of our friendly, knowledgeable team.

Email: sales@academia.co.uk | Call: 01992 703900 | Web: www.academia.co.uk

The NFON Cloud Telephone service and access to Emergency Services (999,112) will not be available during any power cuts and network outages affecting the Customer.

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