m12 Solutions
TELECOMS & CONNECTIVITY

M12 FOR EDUCATION
Delivering Best-In-Class Communications for the Education Sector

Schools, colleges and universities face complex communications problems. We know you require a telecoms partner who can fully understand your pain points and provide voice solutions that address them.

We can advise, propose and help you find the solution that's best for you.

Award-winning telecoms solutions helping your business grow

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Understanding the Challenges of the Education Sector

The Education sector is a very unique one. From speaking to students and parents who might need anonymity to staff and suppliers who needs to be immediately contactable, it requires a solid communications platform. It's why we deliver voice solutions that have been developed specifically with schools, colleges and universities in mind.

With sector specialist input, we can truly identify some of the main pain points and provide a solution that can address them.

We're proud to have worked with schools and colleges across the country in simplifying their voice systems.

M12 Study-Call

Study-Call
Developed by **Splicecom**
Schools and Colleges

M12 Study-Call, for schools, colleges and universities, delivers a family of communications solutions that are tailored specifically for Educational establishments. Developed by British based voice specialists, Splicecom, Study-Call satisfies the needs of office and academic staff, parents and other primary stakeholders. The phone remains a primary method of communication for a school and parents.

With the need for extended working, through breakfast and after-school clubs and with many schools amalgamating through academies and school trusts, the phone system can be a burden or a blessing. Study-Call delivers a range of voice solutions that either enhance, or if necessary replace your current phone system, enabling you to deliver the services you need, exactly as you wish to, and with ease.

M12 Solutions are Certified Splicecom Education Experts

Splicecom
Solutions Expert
Education

We understand that an effective three-way communication path between an educational establishment, its' parents and pupils is imperative for building successful relationships and a smooth running operation.

Key Features

Study-Call Anonymity Line

Student welfare line with 'disguised' voice recording and CLI phone number encryption ensures the identity of the student is completely protected. With the Vision Report, the encrypted number can be saved to allow staff to check if there have been other calls from this student and who answered them.

Emergency Outdial

Staff can dial an emergency number that will ring all senior leadership team members on both deskphones and mobiles in the Emergency Outdial hunt group. It ensures your leadership team are available in case of emergency, wherever they might be.

Emergency Tannoy

For information that needs to passed quickly to staff, desk phones can be used as a tannoy system, allowing emergency information to be heard via the handsfree speaker. Study-Call can also integrate with 3rd party tannoy and paging systems.

Internal Calling

Study-Call maintains internal communications in the event of trunk line or internet connectivity outage. It means you don't lose communications with your team, when you need it the most.

Microsoft Integration

Integrate popular MS software with your voice platform to simplify how you work. Study-Call works with Outlook and Skype for Business so you can link your emails and call, chat and video your contacts with ease.

Unified Device Support

From feature-rich desk phones and softphones that can take high volume of calls to smartphone and wireless devices that lets staff roam, Study-Call is ideal for organisations of all types in the Education sector.

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Advanced Analytics & Reporting

Study-Call Reports provide fully integrated call statistics for both internal and external calls, irrespective of the Unified Device. Study-Call offers standard reports covering queued call, time taken to answer, call duration and much more. Study-Call live shows you what's happening in real-time via a visual dashboard.

On-Premise or Cloud Deployment for Schools

M12 Study-Call can be deployed physically at a school to build resiliency at a school or the phone system can be remotely located in the cloud to work across a school in one location or across multiple campuses in different regions that operate independently.

Study-Call Attendant

Enable self-service and free up your staff by allowing callers to select the desired destination. Auto Attendant allow callers to route to specific teams, with the option to select reception.

Benefits

Flexible Call Distribution

With unlimited call flows, unlimited groups, time of day routing, multi-site inter/overflow, you can be sure never to miss an important call again and callers can get through to you at any time.

Meet Tight Budgets

You can choose CAPEX, OPEX or a mix of both to meet tight budgetary requirements. Pay for the systems you need, how you want and in a way that best works for your school.

Admin Portal

Add, move and change simple configurations without having to call your provider. Study-call lets you customise and manage your system to let you do business your way, all on your browser.

Real-time & Historic Data

Study-Call Live provides real-time, visual data on wallboards. It lets you to present key information supported by visual and audible alarming, for those calls or tasks that require immediate action.

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Handsets & Accessories
Handsets, Headsets, soundstations & more.

M12 Solutions can provide you with handsets, headsets and accessories in a variety of different styles to meet your school or academy's requirements.

From simple analogue phones to feature-rich handsets, M12's solutions are perfect for all types of educational establishment.

Choosing the correct one for your requirements depends on the compatibility of your telephone system, handset, price and user preference.

If you would like to discuss your accessory requirements, please contact us on 0345 408 1212.

"We have been so pleased with the superb service provided by M12. They took over the support for our phone system at a critical stage and provided more than just support. 12 months down the line we have now managed to increase our call capacity at a fraction of the cost and each time we've needed something it's been dealt with immediately."

Jason Mountier
IT Manager,
Creative Education

"We have been a happy customer of M12 Solutions for many years and they provide our fixed line and mobiles, as well as our internet connection. They have recently helped us to review our telephony requirements, which has led to a saving on line rental and call costs. They are our first port of call for every communications problem."

Mike Dyer
Bursar,
Clayesmore School

Find out more about our solutions for the Education sector today:
0345 408 1212
www.m12solutions.co.uk/education

info@m12solutions.co.uk
www.m12solutions.co.uk