



ICT SOLUTIONS FOR THE EDUCATION SECTOR.

VoIP Telephony for Schools

The deployment and ongoing support of VoIP solutions for the UK education sector.



Microsoft
Authorized
Education Reseller

The Future of Voice Communication for Education.

Our ICT specialises in the deployment and ongoing support of voice over telephony solutions for the UK education sector.

We can introduce a VoIP solution that enables school departments and offices to stay connected with each other using a unified ip-based phone system.

How Our ICT Can Help

Our ICT can replace your antiquated analogue phone system or upgrade your existing internet telephony service with a cutting-edge VoIP solution that is designed to unify internal communication and reduce annual servicing costs.

Why Work with Our ICT?

As a dedicated technology services provider, no one understands the importance of effective communication more than we do. Our ICT has extensive experience implementing VoIP networks on school premises. We can install standalone intuitive phone systems, or we can implement a site-wide solution that is designed to unify communication between school buildings and departments.



Why Implement a VoIP Solution on School Premises?

- Our VoIP solution is fully scalable to your school's requirements
- A cost-effective solution, with transparent monthly communication costs
- The latest in cutting-edge VoIP technologies for the education sector (desktop or mobile)
- 24/7 technical support
- Powerful administration features for internal ICT managers
- Where required, we can provide a smooth transition of service from your existing supplier

New Star Networks Technology Partner.

As an official distribution partner of New Star Networks, Our ICT offers the very latest VoIP technologies to the education sector, including cloud-based VoIP telephony solutions that require low initial investment. All NSN products include a powerful set of features including advanced administration and monitoring technologies.



VoIP Features.

- Free calls
- Flexible geographic numbering
- No additional equipment required
- Voicemail service
- Call barring, diverting and forwarding
- Call waiting and call park
- New message alerts
- Last number redial
- Online address book
- Call monitoring and recording
- Conference calls
- System failover
- Add, remove and update user accounts
- Shared voicemail boxes
- Restriction of unauthorised calls
- Holding music
- School address books

Do You Want to Find Out More about VoIP Telephony?

If you would like to find out more about our VoIP telephony solutions for the education sector, contact a member of our consultancy team today at 020 8501 7670.





Why Work with Our ICT?

We Are Dedicated to Education

Our ICT continues to serve primary schools, secondary schools, academies and colleges, providing a fully comprehensive range of ICT services and solutions exclusively to the education sector.

We Are a Trusted ICT Partner

A growing number of schools trust us with the responsibility of all day-to-day IT operations. We can become accountable for the performance of your ICT network, providing expert advice and professional assistance when you need to make difficult strategic decisions. Our ICT enforces strict recruitment procedures, adhering to a safe internal recruitment policy. All staff members are subject to annual disclosure and barring services (DBS) checks which prevent unsuitable people from working with children.

We Are Your Local ICT Services Company

With offices located in central London, the east London/Essex border and Hertfordshire, we continue to work with educational authorities across London and the Home Counties. We provide scheduled onsite support in addition to coverage for sickness, absence and annual leave at short notice.

We Understand Education

- We understand our responsibilities as a service provider to the education sector
- We only apply cost-effective long-term strategies, avoiding costly short-term solutions
- We recognise how technology enables the delivery of effective learning
- We know how to deliver technology as an effective learning tool
- We are fully accountable for the performance of your IT network infrastructure
- We can work within the financial constraints placed on head teachers and key decision makers who are responsible for reducing costs without sacrificing service levels

We retain the knowledge and skills required to implement technology as an effective learning tool. Our dedicated technical support team has extensive knowledge of past and present technologies that continue to be used throughout the education sector. Continued partnerships with key educational suppliers ensure that we have access to the latest resources.



We Build Long-Term Relationships

We build long-term working relationships with schools and academies through continuous delivery of network infrastructure improvements, leveraging maximum efficiency from your school's annual budget.

We Build Long-Term Technology Solutions

We only apply cost-effective long-term technology strategies, avoiding costly short-term solutions.

We Provide a Better Approach to Service

We have an outstanding reputation for delivering a consistent high standard of service. This reputation is enhanced by exceptional customer retention statistics and numerous references available from various schools, academies and colleges. Our London-based education service desk provides expert advice and ongoing support to teachers, students and support staff.

In addition, we are committed to the support and development of your internal IT staff.

Our Services Are Transparent

We deliver a transparent service through our dedicated online help desk. Our help desk service enables you to:

- Report new issues and track existing issues online
- Monitor and review our performance levels
- Download customised service reports

We Have Over Two Decades of Experience

Our ICT has over 20 years of ongoing experience, delivering an extensive range of technology services and solutions. Every member of our support team has proven experience working with technology in education and delivering services that include scheduled onsite support, IT manager support, complex project management, cloud technologies and network auditing.

Communication is Easy and Straightforward

Our ICT understands the importance of transparent communication. We promise to communicate effectively with teachers and support staff, keeping ICT simple by explaining things in plain English and avoiding any unnecessary technical jargon.

Our Accreditations

Our ICT is a **Microsoft Authorised Education Reseller** and a **Microsoft Certified Gold Partner** of fifteen years. Retaining Microsoft gold certified status further enforces our competence and proven skills in supporting the latest Microsoft technologies.

In 2011, Our ICT attained the **ISO 9001** accreditation, further enforcing our commitment to delivering a consistent high standard of service. In June 2014, Our ICT also became an **ISO 27001** accredited organisation, demonstrating our commitment to delivering the highest standards of information security management.

As a **VMware Enterprise partner** (academic specialisation), OurICT retains continued access to extensive resources and ongoing training that allows us to deliver innovative cloud and virtualisation solutions to the small business sector. Our ICT is also a **Veeam Gold ProPartner**.

As an **Apple certified support specialist**, our team of service desk engineers and field desk technicians retain Apple certified technical coordinator and support professional certifications, demonstrating our proficiency in maintaining the latest Apple technologies.

As an official **Ruckus wireless technology partner**, Our ICT continues to plan, deploy and maintain wireless technology networks for schools, academies and colleges.

As a **Dell registered partner**, Our ICT is able to sell all Dell products to the education sector at discounted rates. Our partnership status enables us to assist you with purchasing the right hardware for your school's needs.



Where to Find Us

Chingford Office Address

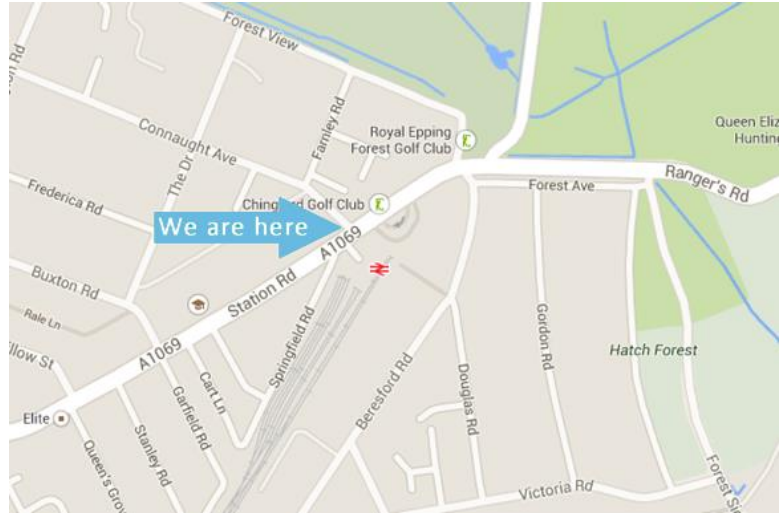
132 Station Road

Chingford

London

E4 6AB

(Located directly opposite from the Chingford train station).



How to Contact Us

Contact Support

020 8501 7655

Contact Sales

020 8501 7670

Email us

mail@ourict.co.uk

Find us on the Web

www.ourict.co.uk

Find us on Twitter

www.twitter.com/ourict

Find us on Facebook

www.facebook.com/ICTforSchool