



**Complete
Communication
Company**



VoIPSure

VoIPSure for Schools

Unified Communications for the Education Sector

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About Us

A seamless communication system is a crucial technology for schools due to its unique advantages for education. Here at the Complete Communication Company, we understand the stress often experienced by schools using out-of-date telephony equipment, which is why our multi-award-winning VoIPSure solution has been designed to cope with the demands of schools of all sizes.

What Our Customers Say About Us

The British Theatre Dance Association has been connected with Complete Communications for over 15 years. During our relationship they have supplied and maintained our telephone systems ensuring that we can keep connected with our customers. Their advice, recommendations and on-going support have been invaluable.

”



Helen Mence

British Theatre Dance Association

We have used Complete Communications for a number of years. We have three branches and use them in all of our offices. I have always found them to be knowledgeable, professional and speedy in their response when issues have arised. Their staff are courteous and helpful, and go the extra mile with their customers. Five stars from me!

”



Susan Palmer

Allsopp and Allsopp

The Growth of Remote Learning



For educational institutions across the UK, 2020 marked a major shift in the adoption of technology for remote learning.

The onset of the Covid-19 pandemic in 2020, and resulting lockdowns, accelerated the uptake of technological solutions for education that would have been on the digital transformation roadmap for most schools over a longer term. However, in many instances, decision-making around which tools to implement assumed that remote learning would only ever be a temporary circumstance.

Schools were forced to adapt overnight as most students across the UK began home schooling. Across the education sector, there was a huge uptake in free, web-based services for remote learning.

What is left behind in many schools, colleges and academies now is a patchwork of non-integrated technologies that while suitable for short-term use, have not been designed for the longer term, and the sometimes-unique needs of modern educational institutions.



Telephony Challenges

Schools have a unique set of challenges to overcome when considering investment in technology.

The interfaces of old-fashioned phone systems are complex and difficult to use, and they can make the process of managing your communications inconvenient and problematic.

When selecting a new phone system, it is essential to pay attention to the specific communication challenges that school systems face, such as parental relations, the safety of students, and regular student management.

A modern phone system can efficiently and successfully resolve all these challenges faced by the education sector.



Increased budgetary pressure, but an expectation to continue investing in ongoing digital transformation.



Demand for staff and department collaboration and teachers being able to 'work from anywhere'.



Parents and students expecting flexibility and instant communication from teaching staff.



Seasonal fluctuations in the demand and communications traffic from term-time vs. holidays.



The ability to report on major events, school closures and allow parents to easily report student non-attendance and sickness.



Increased scrutiny on safeguarding for both students and teachers.

VoIPSure for Schools

Many institutions within the education sector still struggle with outdated telephony equipment, unaware of the benefits that a simple upgrade could provide.

A phone system is a crucial part of the day-to-day running of a school, college or university. With a cloud-based unified communications solution in place, many schools will benefit from a long list of features and functionality.

Our innovative communication solution, VoIPSure, has replaced the conventional critical telephone systems in many schools across the UK. The collaboration system is now cherished by many institutions within the Education Sector.

Enhance teacher and student safety, allow more efficient communications to parents or students and increase effective collaboration between teaching staff. We offer smart mobility features, advanced call routing, as well as the possibility to be incorporated with dedicated school software used in the educational systems.

With a straightforward user interface, the telephony solution can be easily implemented for all to use, even if your school does not have IT staff.



Introducing VoIPSure

VoIPSure is our marketing-leading Unified Communications platform, delivering a powerful suite of tools, features and integrations that enable teaching staff and administrators to work from anywhere, on any device. Enhance and simplify your day-to-day communications experience with VoIPSure.

Take Back Control

Our secure, web-based portal enables school administrators to perform a wide range of management duties from anywhere.

Add extensions for new teaching staff and build call groups to ensure calls from students or parents are never missed. Make configuration changes to call routing during term time or holiday periods. Control end-user features depending on roles and responsibilities. Maintain centralised contact directories for students and teachers.

All these benefits and more, centrally configured, deployed, and managed instantly from a simple, intuitive online portal.

Bespoke Features for Education

VoIPSure enables teaching staff to connect and collaborate in the ways that work best for them, through voice, video, instant messaging, call recording, online meetings, screen sharing, and much more.

School staff can access the VoIPSure platform through our Communicator applications, available as a desktop client (Apple Mac and Microsoft Windows) and mobile app (iOS and Android).

We also supply and support a wide range of desk phones where required. The VoIPSure platform is best suited to Yealink hardware, which is why we provide feature-rich Yealink products, that are excellent in quality.

500+

Happy schools

15K+

Active users connected

£1.3M+

Total saved over term

50K+

Hours of development

Maximising Teacher Efficiency



Access from anywhere

With mobile and desktop applications included, teachers can now access the powerful features of VoIPSure, wherever they are. Whether that be in the classroom, at home, or while working on or off-site, while supervising school trips for example.



Enhanced voicemail

All voicemails will be sent directly to your email inbox, with a transcription included. You can also access your voicemails from any of your devices — desk phone, desktop or laptop computer or via the Communicator mobile application.



Collaboration tools

Instant messaging and presence settings allow for seamless team collaboration. VoIPSure also supports integration with Microsoft Teams, allowing staff to continue using familiar software, with added benefits provided by VoIPSure.



Emergency paging

Enhance both student and teacher safety with VoIPSure. Gain the ability to alert teaching or senior leadership staff in case of a classroom emergency or school lockdown situation by paging all extensions.



Audio conferencing

With VoIPSure, teaching staff can create an unlimited number of private virtual conference rooms with pin protection and unique external dial-ins for parent-teacher interactions or staff calls.



Unified call recording

In rare instances where conflicts between teachers and students or parents occurs, call recording via VoIPSure allows for easy resolution. You will have access to an archive of all your recent call recordings and all data surrounding the call.

Features and Benefits



Easy to use

Teachers work hard and tirelessly to educate children, and are usually too busy to learn new and complex systems. Also, if the IT staff needs to be transferred or removed from the school system, then all the knowledge regarding maintaining and operating the phone system will be lost. That is why schools need to have an easy-to-use phone system.

VoIPSure was designed with efficiency in mind which is why it is effortless to use. These features enable new school staff to start using our system right away, without wasting any of their valuable time.

Fraud protection

Our secure VoIPSure system protect your school against phone hackers. We deliver the superior 24/7/365 reliability and performance levels required to help ensure communications quality and student safety.



Features and Benefits



Music-on-hold

Music-on-hold plays recorded music or marketing messages while your callers are on hold to give your school a professional edge. Using this feature to answer frequently asked questions, or provide important information while parents are on hold is a great way to speed up call resolve time. Some parents are likely to find out the answer to their questions before they even need to speak to a member of staff.

Site-to-site calling

Calling between offices just got better! You won't pay anything for calling numbers on your system. If you have multiple education sites, you are able to connect communications seamlessly with our phone system.

Smart auto attendant

Smart technology routes incoming calls automatically to the right individual or department, providing better quality service overall.

Safety

Our smart collaboration tools can significantly improve the safety of your school. Teachers can broadcast any emergency messages and alerts straight to the phones of parents or other emergency contact numbers listed by students.



Video Conferencing for Schools

Video conferencing systems enable real-time video calls allowing teachers, students, parents and administrators to meet from their various locations. Still, they all have the sense that they're in the same room.

Our VoIPSure collaboration system provides HD Video, screen-sharing and conference recording. Any staff meeting, student or parent—teacher conferences can be conducted via video from any location, for maximum efficiency.

Keep the classroom atmosphere alive even during remote lessons, with using video conferencing to connect students. The screen-sharing feature is great for virtual lessons, as teachers can easily show students examples.

Each call can then be re-watched at a later date if necessary, via the conference recording feature. A fantastic tool if students need to go over their lessons again, or for the reference of teaching staff.

Take advantage of seamless, high quality conference calls provided by VoIPSure and provide an outstanding education for your students.



Safeguarding for Schools

Our innovative VoIPSure solution provides enhanced school safety and empowers the immediate response of on-site personnel with a robust set of communication.

We offer a best-in-class safeguarding solution to let you act quickly on critical emergencies. Thanks to the possibility to communicate via mobile devices, you can continuously reach your staff wherever they are.

The VoIPSure collaboration system provides the ability to block specific websites and phone numbers to protect students and staff.

Also, a call paging feature provides an emergency button that links to an intercom. All devices using VoIPSure would announce the same message, which is a must have feature in an education institution in case of any critical emergency.



Smart Integrations

VoIPSure seamlessly integrates with a range of popular software and CRM solutions. You can easily connect your new phone system to the software you currently use, such as Microsoft Teams.

This integration between the systems allows you to communicate with anyone on your contact list on the connected apps, through the VoIPSure telephone system.

Simplify your administration teams day-to-day tasks with smart integrations with our industry leading communication solution.



Effective Administration

Successfully managing communication tasks while managing a school is not always easy. However, it can be simplified and enhanced with our multi-award-winning VoIPSure telephony solution for schools.

Our solution has mobility features, as well as a mobile app. It means that the members of the school staff do not have to be tied to their desks anymore.

Now school administrators can stay in constant communication, regardless of their location, using the Communicator app available for both iOS and Android devices.



Delivering Cost Savings. Our subscription-based model means you pay for the number of users required, with no additional line rental, and free calls between users on your network — even across multi-academy trusts.



Intelligent Functionality. IVRs and auto-attendant allow for seamless call routing, while call groups can be setup to ensure call ever goes missed. Your institution can even customise on-hold messages to report closures or status updates.



Carrier Grade Features. Our resilient, multi-tenant platform offers industry leading security, while our robust, high-bandwidth infrastructure comes with a 99.99% availability within our standard SLAs.



Online Management. Our secure, web-based portal enables you to perform administrative duties from anywhere. Add new users instantly or change call routing between term times or holidays and much more, without special training.



Comprehensive Support. Benefit from our UK based team, with devices arriving pre-configured, and with your provisioning and number porting managed as part of our standard implementation process, so you can focus on running your school.

VoIPSure Hardware

VoIPSure is best compatible with Yealink hardware. We will match the best devices to the requirements of your school, college, university or library.

The Yealink products that we provide are excellent in quality and feature-rich, with rapid technical support and auto-provisioned. From the award-winning Yealink range, we offer a selection of desk and cordless DECT phones.

Your institution can opt-in for traditional IP desk and DECT phones and conference devices or even, use existing phones (subject to hardware compatibility).

It is crucial that you have a hardware solution tailored to your schools specific needs, to ensure that you are able to provide the best education possible to your pupils.

Yealink



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