



RingCentral

EBOOK

Keeping ahead of the connectivity curve in education



Today's learning environment differs significantly from just a few years ago, yet despite its value, the educational sector faces external pressures and must adapt to an ever-changing world.

It's essential for educational organisations to remain agile and responsive to emerging challenges and opportunities. Consequently, institutions are evolving, leveraging technology to facilitate digital learning, streamline administration, engage stakeholders, and alleviate the workload for staff.

In recent years, educational institutions and other public sector organisations, made notable strides, embracing innovative technology to facilitate remote and hybrid learning. With emerging challenges, proactive leaders must now revisit their advancements and integrate the lessons they've learned.



The key to success

[GovNews, collaborating with our partner RingCentral, conducted a comprehensive survey](#) within the public sector to explore achievements and opportunities facilitated by advancements in communications technology. This article will delve into the survey's findings, illuminating the transformative impact of digitalisation on organisations and charting a path towards excellence in the education sector, crucial for the UK's future.

The promise of technology in the classroom is great: enabling personalised learning, saving teaching time and equipping students with the digital skills they will need.

By effectively connecting staff, students and external stakeholders, institutions can create an ecosystem through which information can flow smoothly. Improving communications enables greater collaboration throughout the campus, increasing productivity and enhancing outcomes at every level. With the right solutions in place, the education sector can operate efficiently while continuing to evolve to meet the constantly changing workplace and societal needs of a modern economy.

Robust unified communications systems form the base upon which a broad range of options can be built. Instant messaging and channels such as Microsoft Teams streamline interactions, enabling a collaborative learning environment and allowing staff to manage administrative tasks productively and efficiently.



Ease of collaboration

By connecting educators with their students, colleagues and external stakeholders, information can flow smoothly back and forth, enabling closer working relationships.



Greater efficiency

Staff are immediately able to access the data they need via multiple channels in one place, enabling accurate sharing of information and reducing time spent on administrative tasks.



Data security

Access to sensitive information can be easily controlled and monitored, ensuring critical records such as student files or business documents are protected.



Reduced costs

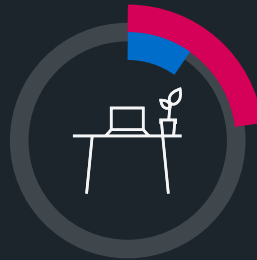
Unified communications remove the likelihood of duplication and enable the targeting of specific information. Cloud-based solutions limit the need for physical infrastructure, helping keep a close eye on costs.

Revolutionising education through technology

Education, mirroring broader trends in the public sector, has undergone a significant transformation in recent years, particularly evident in its response to the pandemic. The sector showcased an impressive ability to embrace new technologies and adapt to evolving learning environments, and the changes this has led to in the way we work in general has highlighted the importance of maintaining this momentum.

Positioned at the forefront of change, the education sector is navigating a landscape of rapid technological advancements, emphasising the need for proactive efforts to maximise the benefits and stay ahead of the curve. As artificial intelligence emerges as a driving force of transformation, it's imperative for leaders and teams to equip themselves with the necessary skills and knowledge to capitalise on these opportunities, ensuring that education remains at the forefront of innovation and economic growth.

There remains, however, considerable scope for improvement. The findings suggest that organisations may not be moving as fast as they could. For example:



23% of public sector respondents report that their workspace or workplace is excellent in supporting **hybrid or smarter working methodologies**

The figure for those in further and higher education is noticeably lower at just over **10%**



11% of those in education report excellence when considering **leadership and continuous improvement**

22% is the comparative figure in the wider public sector. This implies that the education sector hasn't yet cracked 'smarter' working



The power of connection



55% of educational establishments have already migrated their telephony to the cloud

In comparison the public sector rate is... **53%**

Establishments can achieve quick wins by adopting cloud-based telephony systems, which can be scaled to meet changing and cyclical demands. For example, as call numbers peak at different times during the academic year (such as during clearing).

The latest solutions provide reporting and analytics which enable staff to quickly react, streamlining communications both internally and externally. Choosing reputable partners who offer 99.999% uptime SLAs means organisations embed the right levels of reliability and security. It also means smoother workflows are enabled, increasing productivity and reducing ongoing maintenance costs. The right platforms provide a strong foundation to underpin an IT infrastructure that can grow with the organisation, making it possible to capitalise on further innovation as it happens.



Keeping ahead of the curve

Much has been achieved already, carried forward by a workforce defined by its dedication and resilience. Education never stands still and the pandemic has shown what can be done with innovative technologies. Forward-thinking establishments are already adopting technology solutions that deliver better outcomes for education and it's important to find a reputable partner for your digital journey.

RingCentral revolutionises education by empowering modern mobile and distributed educational workforces to communicate, collaborate, and connect seamlessly across all modes, devices, and locations. Choosing Wavenet and RingCentral can offer you a faster, Gartner-endorsed route to powerful, future-proofed communications.

Wavenet is a trusted partner and works with more than 150 leading higher and further educational institutions, and as RingCentral Diamond Partner, we have the knowledge and expertise to design a custom solution that will help you get the most out of your Teams investment.





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