



The Connected Classroom by Avaya

A higher plane of communication

Avaya Solutions for K – 12 Education



IP Telephony

Contact Centers

Unified Communication

Services



From the Monday morning math class to the Saturday morning soccer meet, schools play an invaluable role in our society—preparing our children for tomorrow ... connecting us as communities today. At Avaya, we provide the communications solutions that support better education ... and better schools. Avaya offers K-12 educators a portfolio of cost-efficient communications choices that build on existing investments in systems, people and processes—allowing schools to tap resources that engage and motivate students, involve parents and communities, and free up teachers' time for the real business of learning.

Avaya has communications solutions that are at the top of their class. Take advantage of the information and examples provided here and visit www.Avaya.com/enterprise/education/ for more.



The new world of K-12 education

Creating better learning environments

While technology by itself is never a solution to the challenge of education, it unquestionably plays a larger role than ever in creating and enabling a better learning environment. Classroom lessons based on the lecture/note-taking format against a fixed set of information are evolving to “guided learning” based on networked access to worldwide information that students explore in teams. Information assimilation and interpretation are now classroom fundamentals, alongside reading, writing and arithmetic.

Communication solutions that simplify the flow of information from and to almost anywhere, in almost any form, can help schools thrive in today’s digital world. Wherever your school district might be on the road to digital learning, access to resources beyond the four walls of the classroom – whether it is a Web site or an outside expert—inevitably supplements what an individual teacher can offer and allows students to see that they are part of a global community of knowledge.

Schools face rising expectations

The demand for new and faster technology and bandwidth is being felt just as strongly outside the classroom. Technology has created higher expectations on the part of school staff, parents and the community. People expect schools to provide the same instant, convenient access to information that they now enjoy at work or shopping online. Parents and students alike expect constant connectivity and instant communications.

Whether e-mailing homework assignments to absent students, alerting the community to snow day closings, scheduling parent-teacher conferences—there are simple communication solutions that can accomplish these and many other challenges conveniently and cost-effectively.

Creating a single, district-wide network

SCHOOL: Harrisburg Public School District, Pennsylvania

CHALLENGE: This geographically dispersed school district needed to optimize communications between staff, teachers and parents, and provide students with high-speed access to outside resources, while utilizing budget for maximum value.

AVAYA SOLUTION: Avaya 10 Gigabit Ethernet Solution

BENEFITS: The new, high-performance converged network delivers broadband services widely and inexpensively, converging voice, video and data applications on a single district-wide network serving 17 facilities. The solution leverages the existing infrastructure, while reducing connectivity costs, broadening educational opportunities, as well as enhancing security. What’s more, the district can easily add more capacity to support emerging applications.

“We can add a new school, connect with a college, quickly download files and applications, access Internet from many different locations or adopt any new technology that comes along, all without purchasing additional network services or fiber-optic facilities.”

—John Weaver,
Director of Information Technology,
Harrisburg Public School District





How Avaya can help your school

An infrastructure to meet your needs today and tomorrow

Technology is constantly offering new and efficient ways to teach, learn and communicate, as well as streamline administration and save money. Converged communication solutions that utilize IP technology to bring voice, data and Internet communications together are one of the primary ways to achieve these benefits. Avaya is a leader in convergence with one of the industry's broadest portfolio of converged network solutions for:

- Connecting an entire school, or school district
- Integrating voice, data and video functions
- Increasing network bandwidth, efficiency and reliability, while lowering administration costs
- Protecting existing system investments—Avaya convergence solutions can build on systems you now have in place

Budgeting for the right infrastructure

Schools need to build flexible, affordable communications infrastructures that will meet their needs today and tomorrow.

New challenges continually arise. For example, security has become a major issue in schools today. The right communications solution can go a long way to help assure students, parents, faculty and staff that they can get immediate access to help when they need it most. Equal access to technology is another big issue. Avaya can help schools meet the equal access challenges set forth by the Americans with Disabilities Act (ADA). We appreciate the importance of doing the right thing.



Providing equal access

Schools have new responsibilities established by the Americans with Disabilities Act (ADA) Titles II, III and IV, requiring that communications technology be accessible to all people, despite any physical limitations. Avaya has a long-standing commitment to developing accessible communications solutions and, today, proudly continues to support "Equal Access" under new standards.



Funding Options

Avaya understands the uphill battle many K-12 educators face in funding technology, and we offer special financing for educational institutions. Putting computers in the classroom or finding qualified technical staff is a big enough challenge; funding full network solutions that fit into the school's educational mission can be even more daunting.

Find out what Avaya Financial Services can do for you in financing options and E-Rate guidance to help your schools prepare for the future.



Avaya helps bring the barriers down—enabling people to connect

Fortunately, it is easier than ever to create flexible, communications networks—both wired and wireless—that support a wide range of learning and administrative activities.

Whether it is equipping teachers with voice mail and e-mail, creating broadcast quality interactive classrooms, or implementing a wireless network, Avaya is ready with the solutions that keep schools in front of the technology learning curve with:

- Seamless and rapid sharing of information whether by phone, fax, e-mail, the Internet or other means;
- Greater administrative flexibility and management, to free time for more pressing educational issues;
- Increased security through enhanced access to emergency communications services;
- IT cost control—savings in time, in maintenance, in systems.

The “wireless school”

Avaya helps schools create wireless networks that deliver easy access to information without strings attached...literally. With these solutions, you can connect multiple computers to each other and to the Internet without the need for cables or wires.

- Bring the Internet quickly and reliably to the student
- Create a shared resource for multiple classrooms, departments or buildings
- Provide portable learning, making any classroom a “computer lab”

Avaya offers solutions ready right out of the box that deliver the latest ways to communicate, collaborate and save. Connect a school, or an entire district, and deliver customizable enhancements at every endpoint—whether it’s for the classroom, the principal’s office, the library, or the security desk.

A flexible learning environment

SCHOOL: Calgary Board of Education, Ontario, Canada

CHALLENGE: Equip more than 200 primary and secondary schools and over 90,000 students in Canada’s second largest school district with wireless learning capabilities in their classroom learning environments.

AVAYA SOLUTION: Avaya Wireless LAN portfolio

BENEFITS: Students in the Calgary school system now have portable technology learning at their fingertips. The Avaya Wireless LAN system involves non-intrusive installations, maximizes efficient use of classroom space, and creates a flexible learning environment. Classrooms are safer without network cable.

“We envision a learning environment where students are empowered to research, explore and communicate with technology from every corner of their school. Avaya impressed us with its ability to deliver the speed and security necessary to create a solid network that supports our general curriculum and enables students to benefit from easier access to computers and an enriched learning experience.”

—Mike Bester, ICT curriculum specialist,
Calgary Board of Education.





Flexible access to information resources

Teaching and learning aren't always easy. But communicating should be. That's why Avaya offers a portfolio of applications that deliver simple and effective ways to keep the entire school community connected.

- Keep parents, teachers and administrators easily in touch
- Automatically inform parents of school closings, events, emergencies or other activities
- Recruit substitute teachers on short notice
- Simplify day-to-day school management
- Integrate phone, fax and email messaging, for "anytime, anywhere" contact
- Intelligently route calls from parents to school staff

And there are many other Avaya solutions that improve the caller experience and alleviate the pressure on the receptionist, or faculty member being called. For example, speech recognition automates many phone transactions and allows callers to give or receive information (i.e., sporting events, school closings) by entering touchtones or speaking into the phone.

Avaya messaging solutions—fully integrated with Avaya communications solutions—deliver reliable, 24/7 communications that make it easy for people to stay in touch and share information. Avaya conferencing solutions make it easy for people to collaborate without relying on outside services. Avaya solutions have standard conferencing support and make it easy to establish one number for people to call to set up conference calls.

Another liberating solution for school employees connects office phones to cell phones for one-number reachability and portability. It eliminates the need for callers to wait through numerous transfers, only to reach voice mail, as well as the need for teachers, administrators, maintenance staff, and others, to give out, and remember, multiple numbers. This provides easy accessibility with cellular phones—and provides an additional level of security.

Stepping-up security

Avaya knows that safety is a top priority, so we've created communication products with industry leading features that enhance a school's ability to provide the highest level of security to its students.

- Automatic emergency alerts, including door "lock-down" or "unlock," emergency siren and strobe light notification.
- Emergency notification through Avaya solutions—help teachers and administrative staff stay in touch.
- Avaya paging systems can be integrated with a school's alarm system and set up with pre-programmed emergency announcements.
- 911 calls can be traced to individual classroom telephones
- Malicious or threatening calls can be traced by the service provider's Central Office
- Avaya wireless communications systems deliver the "anytime, anywhere" communications that help enhance safety and security



Why Avaya

While every educator has a distinct communications challenge, there are some common denominators. With this in mind, all Avaya educational solutions were designed to be cost-effective, multimedia, scalable and unified.

Cost-effective: Keeping technology investments intact, Avaya solutions integrate and expand existing systems, from both Avaya and other vendors. What's more, Avaya sells solutions, not piece-meal systems, so constant changeout becomes a thing of the past.

Multimedia: Voice, data, video or other media – Avaya puts no limitations on the means of communication. For students, multimedia solutions offer inspiration; for educators, they offer more time for what's most important.

Scalable: Even the smartest solutions must evolve with the times. Avaya creates solutions that can fit a school's needs, and that grow with the school as those needs grow, or change.

Unified: Avaya creates unified, standards-based solutions to keep education on track—the fast track.



Always looking ahead

Now it's easier than ever to create a wireless classroom. Students, faculty or staff equipped with a pocket PC and Avaya IP Softphone software can make and receive calls from almost anywhere.

You Can Rely on Avaya

For more information about how Avaya Solutions for K-12 schools can benefit your organization, contact your Avaya Client Executive or Authorized BusinessPartner today or visit us at www.avaya.com/enterprise/solutions/enterprise/education/

About Avaya

Avaya enables businesses to achieve superior results by designing, building and managing their communications networks. More than one million businesses worldwide, including 90 percent of The FORTUNE 500®, rely on Avaya solutions and services to enhance value, improve productivity and gain competitive advantage.

Focused on enterprises large to small, Avaya is a world leader in secure and reliable IP telephony systems and communications software applications. Driving the convergence of voice and data communications with business applications — and distinguished by comprehensive worldwide services — Avaya helps customers leverage existing and new networks to unlock value and enhance business performance.

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