Education wins with digital age communications

Alcatel-Lucent Enterprise delivers flexible, secure and highly available digital age communications, connecting students, parents and staff, for a smart and resilient campus.

Enable student success

Schools and colleges face many challenges, such as communicating with parents or, in the case of higher education, creating a community that fosters belonging and attracting and retaining students. And for both higher education and primary/secondary schools, shared challenges such as ensuring safety at school, on campus and in their neighbourhoods, monitoring student health and providing extra scholar services are top of mind. Additionally, budget constraints remain a reality, and IT continues to try to thwart cyberattacks and provide learning continuity during unexpected events.

Simple, integrated, Artificial Intelligence-enabled communications and collaboration are key to enhancing the student experience in higher education — from applicant, to alumni, to post-graduate.

A resilient, distributed, hybrid and easy to maintain architecture ensures always-on critical communications on the smart campus, while integration with Internet of Things (IoT), applications, mass notification and communications from anywhere enable campus resiliency. To achieve these goals, robust, hybrid solutions, open to ecosystem and innovation are required.

Alcatel-Lucent Enterprise can accompany you on your journey with a step-by-step process that protects your investments and helps you create your campus of the future, today.

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The student experience

Today's students are digital natives. They expect technologies to behave on campus the same way they do at home, with Wi-Fi access everywhere and with the ability to manage both their educational and personal lives easily through their smartphones.

However, learning is social, so collaborative technologies must be adopted to strengthen parent/teacher communications and to create a sense of belonging and community in higher education. To make this a reality, schools and universities need to:

- Provide effective and secure access with profiles that address different populations including students, teachers, administrative and maintenance staff
- Promote inclusive communications and collaboration with communities
- Provide parents and students with the support of professionals such as doctors and social workers, to ensure student health and success

Alcatel-Lucent Enterprise provides **welcome solutions** — from traditional voice greetings to innovative digital guest engagement — to address parent and student queries and deliver efficient responses. These solutions include:

- **Traditional voice welcome**: Automated attendants, Interactive Voice Response (IVR) and contact centres
- **Digital engagement**: On any channel (Instant Messaging (IM), voice and video), and even omnichannel contact centres (chat, mail, messenger and twitter) with any device and application
- **Integration of BOT and AI for innovative services**: Such as nudging students to academic success

Digital workplace solutions simplify the education team and staff day-to-day activities with:

- A range of soft phones, telephones and mobile handsets (DECT and VoWifi) to support remote working
- Unified communications and collaboration for an end-to-end ecosystem with collaboration, adapted to the classroom, including integration with learning management systems (LMS)

Digitalisation brings innovation:

- Create chatbots to immediately provide students with up-to-date information
- Support international students with automated translation
- Provide digital appointment ability with teachers or administration
- Provide on-campus services and information such as courses schedule changes, room booking or extra activities reminders
- Provide virtual classroom tools enabling easier collaboration and remote learning
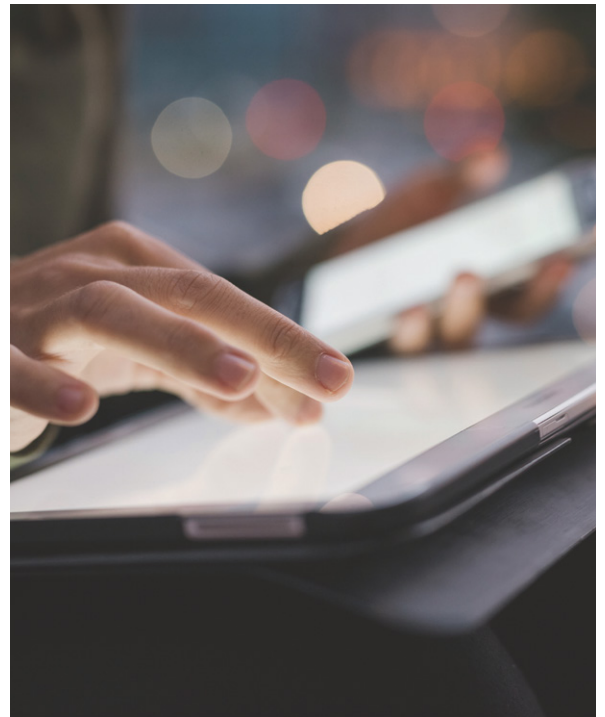- Create connections with private companies for internships, fund raisers, or specific events such as round tables

The smart campus

The spread of IoT everywhere and the adoption of Artificial Intelligence (AI) has accelerated the need to understand how digitalisation and new technologies can help schools and universities become connected, smart and safe. It will require secure, scalable architectures, able to integrate with innovations, made possible through standards and openness across a global ecosystem.

In addition, the voice platform is essential for critical communications in times of crisis. To stay ahead of increased risks, particularly cyberattacks, a resilient and high availability architecture is essential. In addition to the need to communicate in any situation, it is also critical to ensure data privacy is protected. ALE solutions are compliant with a variety of certifications and regulations including ISO 27001, General Data Protection Regulation (GDPR), FERPA and ANSSI CC, among others.

Alcatel-Lucent Enterprise solutions:

- Help create a smooth transition to cloud solutions and provide **flexible cloud models** to simplify innovation adoption, increase efficiency and control costs
- **Connect everything**, including people, objects (IoT), processes and applications (AI and Bots) to enable innovative services
- Provide resilient architectures and highly available communications
- Ensure data and media protection while providing future-proof and cost-effective solutions with simplified operations due to standard APIs integrated with business applications
- Enable simple administration, management and monitoring of solutions to reduce costs and risks

Solution sheet
Educations wins with digital age communications

Campus resiliency

In addition to emergency calls initiated by people, digitalisation can also improve overall safety through IoT and AI integration, by providing contextual awareness resulting in better emergency response times.

Some examples include:

- Ensuring call dispatch understand the location based on contextual information
- Identifying a gathering spot in front of the school to inform security teams
- Informing parents/students about extreme weather conditions and actions require to enable remote learning
- Enabling teachers to report a problem within a classroom
- Analysing camera and sensor triggers to control or send field agent out for maintenance, or to alert the security team if smoke or a shooting are detected
- Notifying lock down or evacuation orders to people in a building or on campus

Rainbow Classroom: Recreate the physical classroom in cyberspace with real-time collaboration that empowers student success by.

- Seamlessly creating and managing online virtual classrooms
- Utilising real-time collaboration with audio/video, file share, screenshare, study groups, whiteboards, automatic attendance and more
- Employing it as a standalone learning platform or seamlessly integrating it with your existing LMS

Gwinnett County Public Schools (USA) use ALE campus resiliency solutions to comply with Kary's law and Ray Baum's Act:

- Safety and security are paramount to operating a large school district. The network and communications systems are part of the core foundation supporting physical security, camera monitoring, E-911, secure computing and more.

Learning continuity

With secure and easy deployment of the digital workplace and Rainbow classroom, you can keep on teaching and learning from home, no matter what happens, a snowstorm, building renovations, or any other situation.

You can also facilitate collaboration between the school or universities' ecosystem and other universities, or with enterprise partnerships, wherever they are located.

Alcatel-Lucent Enterprise provides:

- **Emergency call routing** with automated attendants, contact centres and dispatch console

- A full range of **APIs** to integrate with security applications and processes
- **Edge notification services** to handle triggers received from IoT and integration into Rainbow scenario-based workflows
- A **collaboration platform** to enable students and staff to report issues, accelerate responsiveness and coordinated actions in times of emergency
- **Mass notification** solutions for DeskPhones, mobile applications and public announcement systems

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