Unlocking Success

Elevate Your School with Powerful Communication, Seamless Connectivity, Robust IT Solutions, and Unparalleled Online Security

HBT
communications

Business is better with HBT

Empowering School Communication with Cloud-Based Telephony

At HBT Communications, we understand the unique communication needs of the educational sector. Our comprehensive telephony solution is designed to provide schools with a reliable, feature-rich, and cost-effective and evergreen communication system. Here's how our cloud-based telephony solution can benefit your school:

Cloud-Based Telephony: A Smart Choice

We recommend implementing a Cloud-Based Telephony Solution for your school, offering a wide range of standard telephony features while ensuring flexibility and scalability. Our system supports both desktop and mobile applications, allowing you to roll out specific functionalities to users as needed.

Key Features

- Multi-Level Auto Attendant / IVR: Impress callers providing efficient call routing.
- Voice Mail with Email Integration: Never miss an important message with seamless email integration.
- System-Wide Management / Call Reporting Functionality: Gain insights into call statistics and manage your telephony system efficiently.

- Mobility – The ability to work on any device in any location.
- Built in Resilience with industry leading 99.999% reliability.

Versatility and Accessibility

Our desktop client can be installed locally on users' workstations or accessed through a web browser, ensuring accessibility for all staff members. This flexibility empowers your school with a user-friendly communication system.

Resilience in Any Situation

Our solution is built to withstand internet outages. Even in the event of a total loss of internet connectivity across the trust, the system continues to function via mobile applications. Incoming and outgoing calls can still be made, ensuring uninterrupted communication. Furthermore, in the case of a localised incident, calls can be seamlessly delivered to another location.

Comprehensive Call Management

In addition to our telephony solution, we offer full call management services. Trust administrators can access call statistics for incoming and outgoing calls, as well as missed calls. This subscription-based service enhances your school's communication capabilities and helps you make data-driven decisions.

Safety First: Paging and Tannoy Announcements

One of the key benefits of our telephony solution is its support for lockdown procedures. In case of an incident or intruder on-site, announcements can be distributed through all handsets within the school. This critical feature enhances the safety and security of your educational environment.

Case Study

An Educational Trust needed a modern, cost-effective telephony solution to replace the outdated Toshiba system. They sought a system that could be easily phased into their schools as existing contracts ended, with an emphasis on collaboration.

HBT Communications provided a versatile VoIP solution. Their software-based platform ensured future-proofing without costly updates. The key features that set HBT's solution apart included call recording for safeguarding, screen dialling for ease of use, mobile integration for staff mobility, fixed monthly costs for effective budgeting, concurrent licensing for shared usage, voice mail to email for accessibility, and implementation into a virtual environment to save on hardware expenses. The deployment was swift and smooth, with minimal disruption to the school.

Connectivity: The Backbone of Learning

In the digital age of education, a reliable and efficient network infrastructure is the bedrock upon which successful learning and administrative operations are built. HBT Communications understands the pivotal role that connectivity plays in modern schools and multi-academy trusts. Here's how our connectivity services benefit your educational institution:

Access to Leading Carriers:

HBT Communications serves as aggregators, providing your school with access to all Tier 1 carriers. This strategic advantage ensures that you receive the most cost-effective and high-quality connectivity services, delivering exceptional value for your investment.

Gigabit Connectivity: Fuelling Educational Excellence

Gigabit connectivity is the lifeblood of your school's digital ecosystem. Here's why it matters:

- **Seamless E-Content Delivery:** In the age of digital learning, e-content is a fundamental component of education. Our Gigabit connectivity offers a resilient platform with bandwidth ten times higher than previous networks. This substantial bandwidth ensures that your school has the capacity to deliver multimedia-rich e-content to students and staff with lightning-fast speed and efficiency.
- **Resilience for Uninterrupted Learning:** A robust network is essential for maintaining an uninterrupted learning experience. Our Gigabit connectivity provides the resilience needed to keep educational activities running smoothly, even in the face of increased online traffic.

Enhanced Security: Centralised Safeguarding for Peace of Mind

Security is paramount in the digital realm, and it's not just about protecting data; it's also about safeguarding the well-being of students and staff. Our networks are designed with these priorities in mind:

- **Centralised Security Management:** Our networks are architected to centralise security and online safeguarding management. This means that you can effectively safeguard students and staff without the need for multiple firewalls, simplifying network administration.
- **Financial Savings:** By eliminating the need for redundant firewalls and centralising security measures, your school benefits from both enhanced service quality and financial savings. This enables you to allocate resources where they matter most – in the classroom.

Resilience and Secondary Connections

Resilience is paramount in the face of network challenges. Our Gigabit connectivity ensures your network remains operational, even in adverse conditions. In case of a primary connection failure, we offer secondary connections to maintain uninterrupted access to online resources. This redundancy guarantees the continuity of educational activities, providing peace of mind for both staff and pupils.

HBT Communications is dedicated to providing schools and multi-academy trusts with robust connectivity solutions that enhance learning, safeguarding, and the overall educational experience. Connect with us today to embark on a journey of digital empowerment for your institution.

Empowering Staff and Pupils

Your staff and pupils are at the heart of the educational journey, and reliable connectivity empowers them in several ways:

- **Educational Excellence:** Reliable connectivity ensures that staff can deliver content-rich lessons, and pupils can access educational resources without interruption.
- **Efficient Administrative Operations:** Connectivity is equally vital for administrative tasks, from managing school finances to maintaining records. It streamlines day-to-day operations, enhancing efficiency.
- **Equitable Access:** Access to digital resources ensures that all students, regardless of their location, have equal access to the educational materials they need to succeed.

Case Study

A Multi-Academy Trust in the UK pioneered the implementation of TalkTalk Business' MPLS Network across all eight of their sites. This marked a significant move to cut costs and enhance efficiency, marking a groundbreaking development in school networking.

The project, spearheaded by the Trust's Strategic IT Partner, HBT Communications, in collaboration with TalkTalk Business, demonstrates a commitment to innovative technology adoption. The Trust recently deployed a VoIP platform across its schools, enabling staff mobility without changing contact numbers, promoting increased collaboration.

The MPLS network implementation has enabled centralised managed services across all schools, fostering collaboration and reducing ongoing costs. This included a transition to an Azure cloud platform, minimising the need for expensive server investments and managing cybersecurity centrally, thereby reducing hardware expenses.

The move emphasises the essential nature of good connectivity in education, enabling schools to deliver exceptional teaching with advanced technology.

IT Solutions: Strengthening Your School's Digital Backbone

In today's education landscape, a robust IT infrastructure is essential for seamless operations, teaching, and learning. At HBT Communications, we offer a comprehensive suite of IT solutions tailored to meet the unique needs of educational institutions.

Building a Solid IT Infrastructure

In the dynamic landscape of educational technology, School Business Managers face unique challenges and responsibilities. Ensuring that the school's IT infrastructure runs smoothly, efficiently, and securely is paramount for the success of both staff and students. Managed Service Providers (MSPs) offer invaluable support that goes beyond traditional IT services.

Here are some key advantages:

Second and Third-Line Support: A Reliable Safety Net

MSPs bring a wealth of expertise to the table. They're your second and third-line support, ready to tackle complex technical challenges. While your in-house IT team focuses on day-to-day tasks, an MSP offers a deep well of experience to resolve issues quickly and effectively. This level of support ensures that disruptions to teaching and administrative activities are minimised, creating a stable and productive learning environment.

Extension of Your IT Team: Amplify Your Capabilities

Schools often operate with limited in-house IT resources. An MSP acts as an extension of your IT team, bolstering your capabilities. They can help you cover the full spectrum of IT tasks, from routine maintenance to long-term strategic planning. This collaborative approach ensures that your school's digital infrastructure operates at peak performance and adapts to changing needs.

Proactive Support: Stopping Problems Before They Start

An MSP's proactive approach is a game-changer for schools. They don't just wait for issues to occur; they actively monitor your network, identifying potential problems before they impact your operations. By proactively addressing vulnerabilities, MSPs help you maintain a secure and efficient IT environment, providing a strong defense against cyber threats and data breaches.

Office 365 Implementation: Streamlining Collaboration

Office 365, with its suite of productivity tools, is a transformative asset for educational institutions. MSPs play a critical role in ensuring a smooth and effective implementation of Office 365, including powerful tools like Microsoft Teams and SharePoint. These collaborative platforms enhance communication, foster teamwork, and simplify administrative tasks. MSPs work with your school to customise Office 365 to fit your specific needs, optimising the entire teaching and learning process.

- **Microsoft Teams:** MSPs help set up and integrate Teams, providing a hub for virtual classrooms, video conferencing, and collaborative projects. This enables staff and students to connect seamlessly, promoting effective remote learning and efficient team collaboration.

- **SharePoint:** SharePoint is a versatile platform for document management and collaboration. MSPs ensure it's configured to meet the unique requirements of your school. This helps streamline document sharing, administrative processes, and content management.

In summary, MSPs are strategic partners that bring essential IT expertise to schools and multi-academy trusts. They offer second and third-line support, extend your IT capabilities, provide proactive assistance, and facilitate the smooth implementation of Office 365 tools. Partnering with an MSP can help School Business Managers enhance IT services, improve operational efficiency, and empower staff and students with the latest educational technology.

Case Study

When a school faced IT struggles due to a departing IT manager and lacked a strategic plan for their aging infrastructure, HBT Communications intervened, offering a cost-effective and adaptable IT support solution. Their partnership resolved on-site IT support issues, eliminated recruitment costs, and provided the school with a responsive, consolidated support system.

The school praised HBT for being a lifesaver, addressing their IT needs effectively, providing a secure telephony system, and offering swift solutions, including support for remote work during the COVID-19 crisis. HBT's support system, including on-site and backup technicians, covered various technical issues, ensuring smooth operations.

Collaborating closely with the school, HBT not only fixed immediate problems but also developed a future IT strategy. This included a comprehensive technology and resource plan with budget estimates, offering a flexible approach for sourcing quotes and utilizing HBT's expertise as required.

In conclusion, HBT Communications not only resolved the school's immediate IT challenges but also provided a forward-thinking, cost-effective solution that enhances the delivery of education.
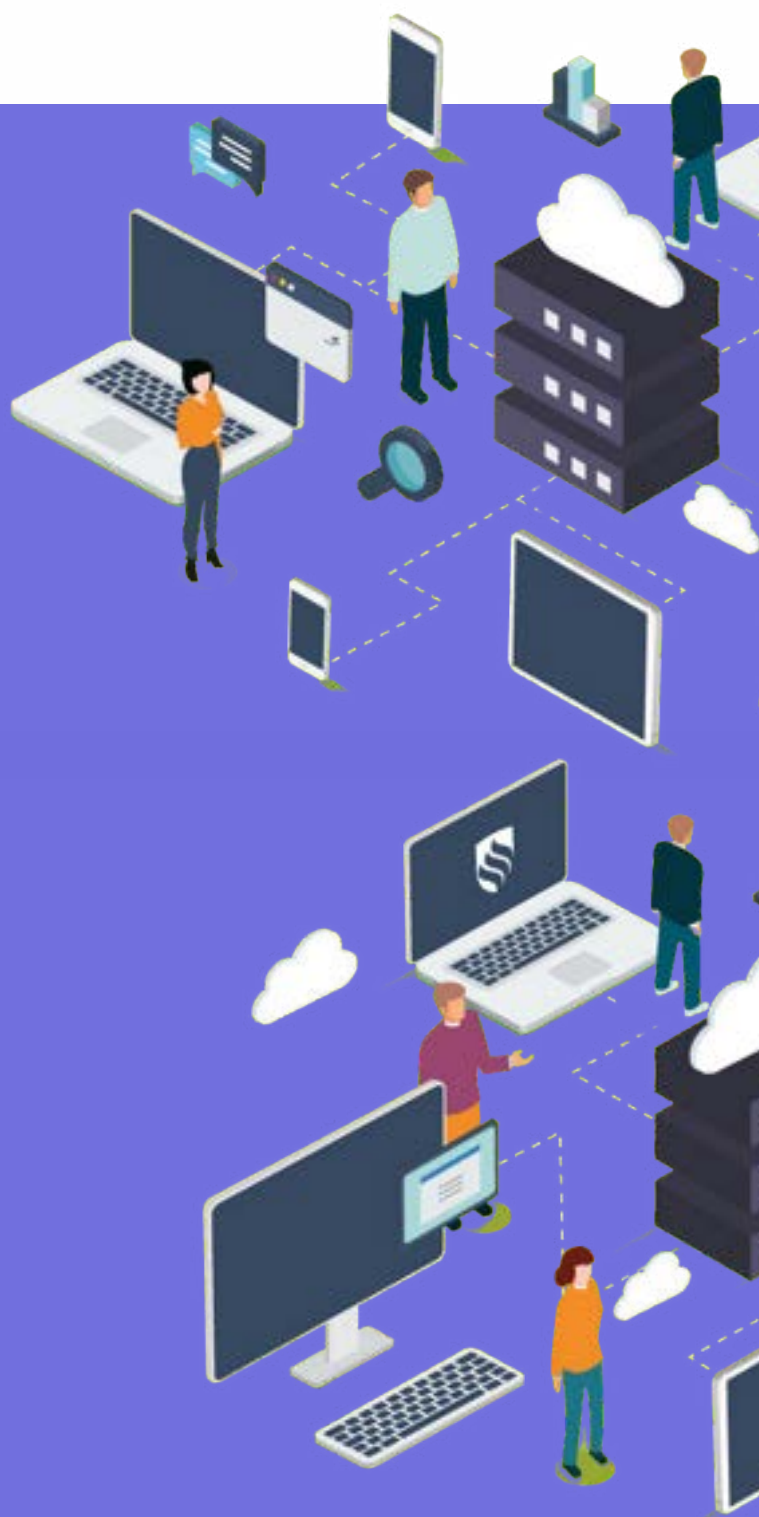
Network Security and Online Safeguarding: Protecting Your School's Digital Frontier

Ensuring the safety of students and staff in the digital realm is paramount. Our IT solutions include:

- Network Security: Protect your network against cyber threats with our state-of-the-art security measures. Our team provides robust firewall solutions, ensuring your network remains secure from unauthorised access and data breaches.

- Online Safeguarding: Implement effective online safeguarding protocols. Our solutions centralise security management, eliminating the need for multiple firewalls. This results in both enhanced service quality and financial savings for your school.

Firewalls

Firewalls play a crucial role in protecting multi-schools in the UK by serving as a security barrier between the internal network of each school and the potentially dangerous external internet. Here's how firewalls protect multi-schools:

Network Segmentation: Firewalls allow multi-schools to segment their networks, separating different areas of their digital infrastructure. This isolation helps contain and mitigate security breaches. For example, administrative networks can be separated from student networks.

Access Control: Firewalls enforce strict access control policies, determining who is allowed to access the school's network and what resources they can access. This prevents unauthorised access and reduces the risk of data breaches.

Traffic Filtering: Firewalls inspect incoming and outgoing network traffic and filter out malicious content, including malware, viruses, and phishing attempts. This prevents these threats from entering the school's network.

Application Control: Firewalls can identify and control the use of specific applications or services. This helps in blocking access to non-educational apps or websites that may distract students or pose security risks.

Intrusion Detection and Prevention: Many modern firewalls include intrusion detection and prevention systems (IDPS) that monitor network traffic for suspicious behaviour. They can automatically block or alert administrators to potential threats.

HBT Filtering Solutions

The HBT Filtering Solution is in a class of its own. It provides the safest filtering possible whilst allowing students the richest, online learning experience - with no compromises on either side.

The Solution assesses the permissibility of a web page, not by referencing published blocklists, as with some Filters, but by evaluating its content, context and construction at the point of request. This means harmful content is blocked the second it goes live.

The hours, days, weeks and sometimes months required by other filters to recognise and block inappropriate content, (time in which children may see it), is a non-issue with this solution. Students are protected in 100% real-time, all of the time. No matter the content, no matter when it went live. The Filter also comes with deep granular controls enabling schools to determine who sees what, where and when enabling safe, age appropriate online experiences for every student in every education environment.

100% real-time, dynamic content analysis
Assesses and permits web pages at the point of request. Inappropriate or harmful content is blocked the second it goes live. Students are protected at all times.

Notifications and reports
Notifies of incidents across 7 category rule sets, enabling prompt attention. Enables reporting on search behaviours by individual or groups to support incident investigations and education.

Supports BYOD
Provides filtering across public Wi-Fi and guest mobile devices securely on the network and across all platforms. Meaning students' own devices are fully filtered too.

Works behind HTTPS
Detects harmful or malicious content that is hidden, including behind Secure Socket Layer (SSL) and secure anonymous proxies.

Social media controls
Provides flexible tools to remove inappropriate content from social media sites while permitting read-only access for students' research and learning.

Reports and alerts for student wellbeing
Easily create, generate and schedule tailored reports for pastoral care and administrators.

Who, what, where and when
Enables tailored policies based on user group, content category, time, location IP, subnet and hostname for mobile devices and laptops. Allows students safe, age/time appropriate online experiences regardless of device or location.

Choice of deployment - on-premise, cloud, or hybrid
Works with your preferred IT environment

Full incident reporting
Reports on 100% of data for a full contextual picture around any safeguarding incident.

Device protection - all of the time
Features apply on all devices, in school, at home or in between. Students are consistently protected.

Multi-OS support
Available on Chrome OS, Windows, macOS and iOS devices.

Control student VPN access
Includes a range of measures to detect, remediate and alert for students' attempts to bypass controls

Client Testimonial

"This Solution provides the ability to apply different filtering rules to different age groups in a superbly simple format. It's a very useful product for me to have!"