



# GCI CV

## EDUCATION SECTOR

Universities face challenges with funding, students who have a choice to go abroad, keeping up with a connected world, managing legacy systems, and supporting a diverse set of students who are more mobile than ever and expect high-performance, always-on internet connectivity. In schools the challenges are similar, with the added responsibilities of nurturing a student's talent at a formative age and helping them learn by collaborating and communicating.

As the pressure grows on the Education Sector to continue nurturing and developing the minds of tomorrow, the role of digital transformation has never been more crucial. Having worked with some of the country's leading educational providers, including Cardiff University, Royal Veterinary College and Liverpool School of Tropical Medicine, GCI understand the IT challenges faced in the Education sector and how to solve them.

### Sector Challenges

Outlined below are just a few of the needs and difficulties our customers in the Education sector tell us they face:

- **The connected student:** Being able to accommodate the demands of students who require internet connection from anywhere, a first-class campus experience and important information available at their fingertips.
- **Delivering personalised learning:** Against tightening budgets, it is becoming more and more difficult to deliver digitalised learning on school-supplied devices with solutions that empower students instead of hindering their creativity.
- **Security:** With a growing number of students wanting to use the technology they have at home in the classroom, the onus on increasing security for Education providers is extremely high. They need to be able to protect their data at all costs to comply with stringent regulations and ensure students are safe online.
- **Clearing:** Being able to scale in order to keep pace with the high amounts of traffic received during Clearing and having a presence on every platform on which students wish to contact you.

- **Supporting legacy systems:** Constant technological change weakens the business value of legacy systems which have had huge investment over the years. Those choosing to support legacy systems face security vulnerabilities from outdated software and infrastructure.
- **Collaboration:** The ability to provide more flexible engagement between students, staff and faculty.
- **Accessibility:** The ability to offer new, collaborative teaching and learning techniques to students who cannot attend lectures or live abroad.



### Just some of the solutions GCI provide to the Education Sector

**Skype for Business:** Skype for Business provides the ability for students, staff and faculty members alike to communicate and collaborate more effectively, combining voice, instant messaging, video and email at the touch of a button. Whether it's answering questions about accommodation on the telephone, Video Conferencing with students to provide feedback on a project, sharing lecture notes with students or delivering virtualised education, Skype allows users to be productive wherever they are working from. And most imperatively, it does so from a secure Cloud platform.

**GCI Cloud Contact Centre:** From entry-level to sophisticated, high-end solutions, GCI Cloud Contact Centre solution enables omni-channel communication, including email, social media, IM and telephone. Helping you manage the vast demands of clearing, GCI Cloud Contact Centre is scalable, robust and offers potential students choice around how they get in touch with your College or University, assisting you in attracting and retaining potential talent.



**Microsoft 365:** A complete, intelligent, secure solution that empowers your students, staff and lecturers to work collaboratively, securely and on the go. Combining Office 365, Windows 10, and Enterprise Mobility + Security, Microsoft 365 is full of powerful tools and is accessible from any device. For teachers, Microsoft 365 enables you to keep classrooms organised - from lesson planning to giving students feedback and tracking grades - all while staying connected to peers, staff and faculty in online communities. For students, it acts as a platform for collaborative working and a place where they can gain individual support and feedback from their teachers.

**GCI Managed Wireless LAN:** Location-based technology such as beacons are already changing the campus experience. GCI are able to provide on-campus Aruba Wi-Fi and beacon technologies that provide a secure network with seamless roaming connectivity across campus for students, adding advanced location-based services for easy navigation.

**Security tools:** In the Education Sector where personal, sensitive and financial data is handled hourly, security is a must. GCI can secure your network with fully-managed firewalls, as well as the tools to monitor and manage the devices and people that connect to your network.

**SMS technology:** GCI has its own SMS platform and provides various SMS gateway solutions, enabling two-way SMS communication. This is ideal for consistent communications to and from College or University/ Student and key information, such as exam dates and accommodation queries.



## Case Studies

Click below to see how we've helped to digitally transform some of the country's leading education providers:



### Just some of our other Education Sector clients:

Cardiff University | University of Hertfordshire | Liverpool School of Tropical Medicine | London Business School | James Watt College | University of London | Emanuel School | Clayesmore School | Noadswood School | St Bartholomew's School | University of Bristol | Hutesons Grammar School | Royal Veterinary College | Learndirect

## About us

GCI are a leading Converged ICT Service Provider. For two decades we've been passionate about delivering business transformations through technology to deliver positive business outcomes for our customers. We help thousands of Public and Private sector customers globally transform from traditional technology environments to modern IT. With five integrated technology pillars, our business is underpinned by a dedication to service excellence and to providing the very best, innovative technologies to our customers.

**For more information regarding our services, please contact us at:**