



**FURTHER & HIGHER
EDUCATION**

OUTSOURCERY®
THE CLOUD EXPERTS

ENABLING BETTER CONNECTED LEARNING & RESEARCH



**How Skype for Business from Outsourcery can remove barriers to collaboration
and support excellence for universities and colleges**

**OUR SOLUTION HAS ENHANCED
PRODUCTIVITY, LETTING STAFF
SEE PRESENCE INFORMATION,
RECEIVE VOICE MAIL VIA EMAIL,
AND RUN CONFERENCE CALLS BY
SIMPLY DIALLING OTHERS INTO AN
EXISTING CALL. NOBODY ELSE HAD
THE SAME DEPTH OF EXPERIENCE
AS OUTSOURCERY WHEN IT CAME
TO IMPLEMENTING UNIFIED
COMMUNICATIONS.**

**WAYNE BUTTIGIEG
HEAD OF INFRASTRUCTURE AND MEDIA SERVICES
LONDON BUSINESS SCHOOL**



TRANSFORM THE WAY YOU WORK

Universities and colleges need to find increasingly effective ways to enable learning, maximise collaborative research and manage their resources efficiently.

Improved communications are often at the forefront of this transformation, providing a flexible way for staff and students to engage with one another, as well as encouraging greater collaboration across the institution and with academics and students elsewhere in the UK and internationally.

Skype for Business from Outsourcery gives Further and Higher Education providers the full spectrum of communication tools needed to drive efficiency and innovation. It enables organisations to replace their existing telephony systems by combining voice, video, desktop sharing, conferencing, instant messaging and user presence in one user interface, which is accessible from any device, anytime, anywhere.

HERE ARE SOME OF THE WAYS SKYPE FOR BUSINESS CAN HELP TRANSFORM YOUR ORGANISATION



NEW ROUTES TO TEACHING

Skype for Business allows a broader and more flexible range of options for academic staff to support students. Conventional lectures and tutorials can be supplemented by online meetings and webinars for up to 250 participants or broadcast lectures to up to 10,000 people anywhere in the world. Presenters can share their screen or upload slides, share additional documents and engage with attendees by using the whiteboard, polls and Q&A features. Teaching content can also be recorded for future use or to share with attendees.



SUPPORTING COLLABORATIVE RESEARCH

A growing volume of research is dependent upon collaboration across international borders and with other UK institutions. Skype for Business removes the need for expensive and complicated conferencing facilities, enabling colleagues to connect using any device from any location. The ability to use presence to readily identify if a colleague is available – even if they are on another continent – and then launch a video or voice call, with the ability to share a presentation or send a document, can radically improve the quality of collaborative research.

THE STUDENT EXPERIENCE CAN BE ENHANCED BY PROVIDING A GREATER RANGE OF TOUCH POINTS WITH ACADEMIC STAFF TO BOOST THE LEARNING EXPERIENCE



ELIMINATE TELEPHONY COSTS

Skype for Business can act as a replacement for a traditional telephony system, removing the need for an on-premises Private Branch Exchange (PBX) and the associated cost and time of maintaining this and keeping the technology up-to-date. It provides the functionality, availability and stability expected from a conventional telephony system with the added benefits of increased flexibility and mobility – all without the up-front capital outlay.

BE SECURE IN THE CLOUD

Trust and confidence in the security of our communications remain an important consideration for consumers and suppliers alike. Outsourcery's cloud services align to CESG Security Principles, meeting UK data sovereignty and security specifications for public sector organisations. Institutions can be confident that cloud will meet their data security responsibilities, whilst benefitting from a service that can be easily procured and quickly deployed.



BETTER ENGAGEMENT AWAY FROM CAMPUS

The Unified Communications tools available in Skype for Business allow institutions to more effectively engage with part-time students and remotely based staff. The student experience can be enhanced by providing a greater range of touch points with academic staff to boost the learning experience. This can be particularly valuable in supporting executive programmes and business outreach which is an increasingly important revenue stream. The ability to work effectively from home can also help to recruit and retain key staff.

WHAT NEXT?

We are confident that Skype for Business from Outsourcery can help your university or college transform the way it works. We can run free workshops with your key decision makers to demonstrate the technology and provide proof of concepts to support your business case and show your organisation the benefits of cloud and Unified Communications.

Call us: 0843 366 6060

Email us: publicsector@outsourcery.co.uk

SKYPE FOR BUSINESS ENABLES YOU TO MOVE YOUR TELEPHONY TO THE CLOUD, REMOVING THE NEED FOR AN ON-PREMISES PRIVATE BRANCH EXCHANGE (PBX)

CASE STUDY

LONDON BUSINESS SCHOOL



LONDON BUSINESS SCHOOL IS REGULARLY RANKED AMONGST THE BEST IN THE WORLD FOR ITS FULL-TIME MBA PROGRAMME.

The School's datacentre suffered from challenges such as frequent air conditioning breakdowns, ingress of water and hardware reaching the end of its useful life.

THE CHALLENGE

"Our email servers were coming to end-of-life, and capacity was a particular challenge. Some users had switched to using nonofficial, personal email accounts because of this limitation. This caused us administrative and compliance issues and was damaging to the reputation of our brand," says Wayne Buttigieg, Head of Infrastructure and Media Services.

The organisation's three private branch exchange (PBX) systems, which served 1,300 telephone extensions, were also at end-of-life. About 50 percent of the School's staff move office each year, and administering the phone systems to manage these changes was time-consuming. The PBXs were inflexible and were not supporting changing work patterns, such as staff working from home and hot-desking.

Our solution has enhanced productivity, letting staff see presence information, receive voice mail via email, and run conference calls by simply dialling others into an existing call. Nobody else had the same depth of experience as Outsourcery when it came to implementing Unified Communications.

Wayne Buttigieg, Head of Infrastructure and Media Services, London Business School

DELIVERING UNIFIED COMMUNICATIONS

The School decided to opt for a Unified Communications (UC) solution that could provide powerful productivity features and support greater flexibility for staff. "Our solution has enhanced productivity, letting staff see presence information, receive voice mail via email, and run conference calls by simply dialling others into an existing call," says Buttigieg.

"Nobody else had the same depth of experience as Outsourcery when it came to implementing Unified Communications," explained Buttigieg. "It was also the only supplier that committed to taking full ownership for the management and support of the complete solution."

INCREASING PRODUCTIVITY

Jacob Gage, Business Systems and Analytics Manager from the School's Executive Education team, added: "The new Unified Communications solution is already helping us be more productive. We save time by knowing if somebody is available before calling and collaborate much more easily using facilities such as the easy conference call set-up and document sharing."



ABOUT OUTSOURCERY

Outsourcery is a leading UK-based Cloud Service Provider, focused on the provision of Enterprise-grade cloud-based Unified Communications and collaboration solutions utilising its own Microsoft Skype for Business platform.

We are capable of providing fully integrated and hybrid solutions including Enterprise Voice to meet the needs of customers, partners and the UK public sector alike. Our expert teams understand the challenges of hybrid cloud and aim to make potentially complex deployments simple.

Our customers tell us that we provide highly effective cloud migration expertise and exceptional on-going service delivery and support. With the deployment of over 100,000 seats of Skype for Business, Outsourcery is the UK's leading provider of Unified Communications in the cloud.

Outsourcery's services are available on the Digital Marketplace via the G-Cloud framework and our unified communications services can be procured via the Crown Commercial Services Network Services framework.

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Commercial
Service



Microsoft Partner

Gold Communications
Gold Hosting
Gold Customer Relationship Management
Silver Datacenter
Silver Cloud Productivity

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