

LEVERSTOCK



Communication solutions that evolve with you



UltraVoIP Telecoms Brochure

Including Speakers, Lockdown and Door Entry Solutions

Designed for education

www.leverstock.com

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Introduction



21+

Years of operations

3000+

Happy clients

Communication solutions that evolve with you

Welcome to Leverstock! We are thrilled to introduce our services, which offer an array of benefits. At Leverstock, we advocate for schools to have telecom services that are tailored to their needs without unnecessary costly features meant for business use. Our UltraVoIP platform is custom-built for the education sector, offering personalised applications that cater to individual needs while fostering team collaboration.

Leverstock's long-established reputation offers reassurance that you are in knowledgeable and caring hands. Our system is installed in many schools; if you would like to chat with any to learn more about how our system works for them, please get in touch for a list of references.

Each school with us is assigned a dedicated team. At Leverstock, you will not be put in long call queues if you need assistance, only to be passed to someone else who knows nothing about you or your school. You are guaranteed quick responses and will deal with the same people each time (no virtual assistants here!). We offer a personalised approach, regardless of the size of your school.

"The best investment we've made"

Headteacher
Hermitage Primary School



Benefits Overview



Mobility

With our range of Mobility options, inbound and outbound calls on a mobile phone can be made using the school number. All outgoing calls will display the school number rather than a mobile number. Remain connected during power cuts and internet failures—essential for contingency planning. Our Mobility offerings are perfect for school trips and remote or hybrid working, as calls can be easily transferred to and from the school phones. Staff no longer need to be concerned about parents or suppliers having their personal mobile numbers.



Flexibility

Services such as Call Recording and Mobility can be added and removed as needed. If you need to reduce or increase the number of users, you can do so quickly and easily. As your school or trust evolves, so too can your phone system. Our contracts are also flexible, from 30 days, 3 years and beyond, the choice is yours.



Call Recording

Offers staff protection should disputes arise, saving much-needed time and resources. Recordings can be stored for accurate record keeping, and safeguarding calls can be uploaded to CPOMS. A tiered level of security permits only authorised individuals to download and listen to recordings, with access being audited.



Extensions in multiple locations

If you move rooms or even sites, just plug your handset in at the new location. Your extension moves with you.



No on-premise system to support

Managing communications via the cloud means no hardware (except handsets) to install or maintain and therefore less costs.



Multi site

Transfer calls between sites and manage overflow calls. If the intended recipient is unavailable, calls can be routed to another staff member at an alternative site. Calls between all connected schools are free of charge. Choose between individual school billing or central billing.



No limit to simultaneous calls

Unlike systems with SIP trunks, every handset is always available to make and receive calls. Our hosted solution allows all teachers to conduct parents' evenings simultaneously.

Smart User vs Classroom User

➤ Choose according to need

We recognise that each school staff member has different communication needs based on their role or location.

Office users handle incoming calls and frequently need to call parents. Our simple call transfer and click-to-dial function from your MIS system are popular choices, as they save valuable time and eliminate manual dialling errors.

Senior Leadership Teams (SLT) often require call conferencing and a personal phone directory.

However, classroom extensions tend to make very few calls, nearly all of which are internal to the school office.

Acknowledging these trends, we offer the Classroom User as a low-cost option where only basic handset functions are needed. The Classroom User is typically chosen for staffrooms, kitchens, and classrooms. Our Smart User license provides additional features and benefits for users such as SLT, office, and administrative staff.

➤ Why pay for services you don't require?

Classroom User – only £3.24 per month

Smart User – only £6.78 per month

	Smart User	Classroom User
Make/receive calls	✓	✓
Transfer call	✓	✓
System phone directory	✓	✓
Personal phone directory	✓	✗
Click to dial	✓	✗
3 concurrent calls	✓	✗
3 way conferencing	✓	✗
Call forward	✓	✗

Mobility Options

Efficient and reliable communication is essential for the smooth operation of your school, particularly when staff are not tied to a specific location.

Our mobility options provide a communication channel that remains available, even if your internet or power supply fails. All calls are logged and can also be recorded. Furthermore, staff's private mobile numbers are protected, and they do not need to remember to withhold their number each time.

Our three distinct mobile solutions offer you the flexibility to choose based on your personal preference or ad hoc needs. You can make, receive, and transfer calls from your school number, regardless of your location.

UltraMobile

For staff members who require a permanent or dedicated mobile solution, we offer UltraMobile. This is in the form of a SIM or an e-SIM (a virtual SIM). It works as an extension with native extension dialling, enabling you to simply dial '205 send' to call extension 205. External calls are dialled in the normal way. All calls are logged, can be transferred, and, if required, can be recorded.

These SIMs do not rely on 4G or WiFi, providing you with better coverage. You can assign it to any mobile phone, whether it's a basic mobile with no camera (think safeguarding) or the latest smartphone, allowing you to choose the right one for your needs and budget.

As UltraMobile uses your native phone dialer application, it supports hands-free voice dialling. An example would be "Hey Siri, dial 805" or "Hey Siri, call Kate Smith."



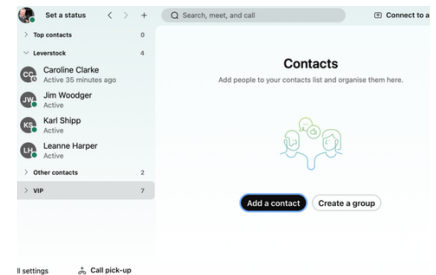
Mobility Options continued

Webex

Webex provides a range of applications that connect via 4G or WiFi.

This starts with the Webex softphone, which enables users to make and receive calls using an app on their smart device, laptop, Mac, Chromebook, or PC. It's ideal for staff who work across different schools, as they can connect via the local wireless network.

Homeworkers would also benefit by not having to install an additional handset or physically connect to their home network. Webex has a Spaces option for team working and a conference function for up to 1000 attendees.



UnityMobile

UnityMobile is an app that allows full use of the phone system from an iPhone or Android device. It uses the normal GSM network for making and receiving calls. As UnityMobile does not rely on 4G, it doesn't consume your personal data allowance. It is ideal for ad-hoc use, such as school trips or occasional working from home.



Work from anywhere



Save on travel



Ideal for school trips



Use during power and internet failures



All calls via the school number



Protect personal numbers

Call Recording



Save time & avoid conflict

Call recording provides transparency and efficiency for school teams in managing challenging situations. Reviewing calls with parents or students enables leadership to better understand issues, support staff, and validate claims. This evidence aids in resolving disputes more quickly and amicably, thereby saving valuable time for school staff.



Tiered security

Our call recording system is designed with high security, utilising tiered access and permissions to ensure that only authorised personnel can access the recordings. Comprehensive audits track which individuals have listened to or downloaded these recordings. This feature offers the highest level of data protection.



Storage

All recorded calls are stored securely for 90 days (unless you choose to delete them) and are automatically purged thereafter. Recordings can be uploaded into your MIS system, such as SIMS, or your child protection system, such as CPOMS, which eliminates the need to write notes and helps prevent misinterpretation.



Protection on any device

Call recording is added to your extension rather than the device. A user with multiple devices can rest assured that they are protected during incoming and outgoing calls, regardless of which device they choose to use.

Requests to have call recording enabled have risen by over 80% in the last year.

Site Announcements

Speakers & Tannoys

How robust and effective are your lockdown, evacuation and invacuation procedures? Recent worrying events and the upcoming enforcement of Martyn's Law have prompted many schools to review their procedures.

Do you still rely on a series of bells or whistles? Using speakers and tannoy systems instead will ensure that students, visitors and staff know exactly what to do and where to go, regardless of their location within the school. You'll be heard clearly without the ambiguity or confusion that a sequence of bells or whistles can bring, especially in emergencies. Should you need to perform phased, directional or partial evacuations, speakers will allow you to communicate specific instructions. A fire alarm allows for a full evacuation only and does not facilitate ongoing communication during incidents.

We are working with an increasing number of schools to extend the range of their announcements. Our speakers are perfect for noisy environments such as dining halls and sports fields. This allows you to create a site-wide tannoy solution that can also be used for routine announcements, sports days, fetes, and other events.



Visual Alerts

Visual Alerters function as effective emergency strobe lights and visual awareness LEDs. Our indoor and outdoor visual alerters deliver highly visible communication for telephone ringing where noise, noise sensitivity, or hearing impairment are at issue.

Together with our speakers, these are commonly used for public address (PA) and mass notification applications to alert for safety, security and emergency events visually. Through a variety of flash, color, and intensity settings, schools can develop a comprehensive communication system that delivers silent alerting or pairs audible alerting with visual notifications.



Site Announcements

➤ Help Function

Call a selected group of handsets when assistance is required. The help button can also utilise a different ringtone to alert recipients immediately to a potentially urgent situation.

This feature is hands-free, so once the button is pressed, you can move freely while remaining within speaking distance. Teaching staff will no longer need to rely on sending a student to seek help, and assistance will be provided more swiftly.

The Help Function can be enabled at no cost.



➤ Paging

Our UltraVoIP solution provides a free paging facility, allowing 'originators' (people who initiate a page) to speak to 'targets' (recipients of your choosing; multiple or singular).

The recipient does not need to pick up the handset or press any button to hear the announcement; it will be automatically audible through the hands-free speaker.

If the recipient is on a call when a page is received, the call will automatically be put on hold, allowing the recipient to hear the message but not the person on the call.



Installing phones in classrooms is a cost-effective, low-maintenance solution. It ensures staff can quickly access help and stay informed about incidents outside the classroom. Plus, all internal calls are free.

Do you rely on fire alarms for evacuations?

Your incident response plans should consider different types of evacuation and how to communicate specific evacuation instructions to staff, students and visitors, as well as how you would respond if the safety of routes changed during an incident.

FULL

Evacuate everyone at the same time.

PARTIAL

Evacuate part of your school site. This might be combined with a lockdown in other buildings on site.

DIRECTIONAL

Specify which exits and routes can be used.
Avoid directing people closer to the threat.

PHASED

Evacuating those closest to the threat can be done first. The remaining classes/buildings can be phased. Reduces crowding.

Communication needs to be clear and concise. Should you need to initiate a full evacuation, then a fire alarm may achieve that. However, what if the threat is at or near the fire assembly point?

Should you need to conduct partial, directional or phased evacuations, then alarms and bells alone will not suffice.

Door Entry



Our door entry solutions provide reliable security to your school, tailored to your requirements and budget. They are fully integrated to our UltraVoIP phone system. Reception can verify the visitor's identity using a video display or speaking via their handset, granting or denying access from their desk. In the event that assigned staff are busy or unable to answer the call, it can automatically route to other predetermined recipients (forward to groups or individuals) on phones, computers, or mobile devices.

Students, staff, and parents can rest assured that unauthorised visitors cannot access the school site. Our system also offers remote site management from a smart device, saving staff travel time and allowing them to respond quickly when needed. Remote management is ideal for controlling access to contractors or support staff during holidays. Multiple school sites can be managed on one system.

- External audio or video panel
- Door release from your handset or Smartphone
- Multiple door and video options
- Fob entry, QR codes, mobile phone access or keypad options
- Emergency lockdown - secure your school in a matter of seconds
- Automated door opening and closing times



Client Onboarding



1 Initial Consultation

➤ We'll discuss your goals, needs, and expectations.

2 Proposal Presentation

➤ We present our tailored plan, including time scales and project details.

3 Project Kickoff

➤ Once you approve the proposal, we initiate the project, assigning a dedicated team.

4 Regular Updates

➤ We provide regular progress updates and milestones.

5 Project Completion

➤ Upon project completion, we conduct thorough testing and unlimited training.

6 Ongoing Support

➤ We offer post-launch support and assistance as needed.

Client Testimonial



David Bond
Chief Financial Operations Officer
Lion Academy Trust



**LION
ACADEMY
TRUST**
YOUR CHILD, OUR PRIORITY

As the Chief Financial and Operations Officer at Lion Academy Trust, a network of 10 primary schools in England, I am pleased to share our positive experience with Leverstock and their VOIP services.

Adaptation During Challenging Times: Our partnership with Leverstock began during the early stages of the Covid-19 lockdown. This period demanded swift and flexible responses to communication challenges, and Leverstock rose to the occasion. They provided a VOIP solution that seamlessly integrated with our existing systems, offering versatility in communication through handsets, mobile apps, and computer interfaces.

Tailored Solutions for Diverse Needs: Leverstock's service has been exceptional in meeting the unique needs of our Trust. Their system is not just a one-size-fits-all solution; it's a versatile tool that adapts to the varied requirements of our schools. Whether it's a small primary school or our administrative offices, Leverstock's VOIP services have offered unparalleled flexibility and reliability.

Proactive and Responsive Support: What sets Leverstock apart is their proactive approach and responsive customer service. They have consistently demonstrated an understanding of our needs, often going above and beyond. A notable example was their swift action in proactively recommending and deploying GDPR-compliant call recording capabilities to address an urgent security concern at one of our schools. Their responsiveness to the situation, and will to help, was one of those pleasantly surprising moments even with a trusted partner when you are shown how much they care about your organisation. This showcased their commitment to our schools and Trusts safety and compliance requirements.

A Trusted Partner: As touched on already, in Leverstock, we have found more than a service provider; we have found a trusted partner. They have shown a deep understanding of the educational sector and the specific needs of our schools. They actually do understand our needs. This alignment has been instrumental in providing effective, modern communication solutions that benefit our staff and, ultimately, our pupils.

I cannot personally recommend Leverstock enough. They have been a cornerstone in modernising our communication infrastructure. Their team's dedication and expertise have not only met but exceeded our expectations which is undoubtedly driven by their understanding of schools.

Client Testimonials



Executive Headteacher Reading Early Years Federation



"Our experience with Leverstock has been helpful and professional from the start. At our initial meeting I was surprised by how much the company knew about the needs of schools and how the telephone systems could support us. Leverstock worked professionally to build our phone systems over 3 schools, being flexible to fit around our staff and children.

They delivered both planned and ad hoc training as needed and are always available to support us. They respond quickly to any queries we have, and I am delighted we chose them to work with."



Cranbrook Primary School



"When our school was looking for a new phone service provider, Leverstock stood out for their professionalism and competitive pricing. They worked closely with us to understand our unique needs and tailored their services to meet them seamlessly.

The entire process was stress-free and smooth, thanks to their proactive and friendly team. Their deep understanding of the specific requirements schools face made all the difference. We have been impressed by their level of service and commitment, and we highly recommend Leverstock to other schools or organizations looking for reliable and adaptable communication solutions.

Every technical issue is dealt with promptly, and unlike other providers, someone always picks up the phone to answer our queries."



School Business Manager Long Lane Primary School



"Competitive prices along with friendly and professional customer support; we're delighted with the service.

I would readily recommend Leverstock to any school wishing to upgrade its telephone system."

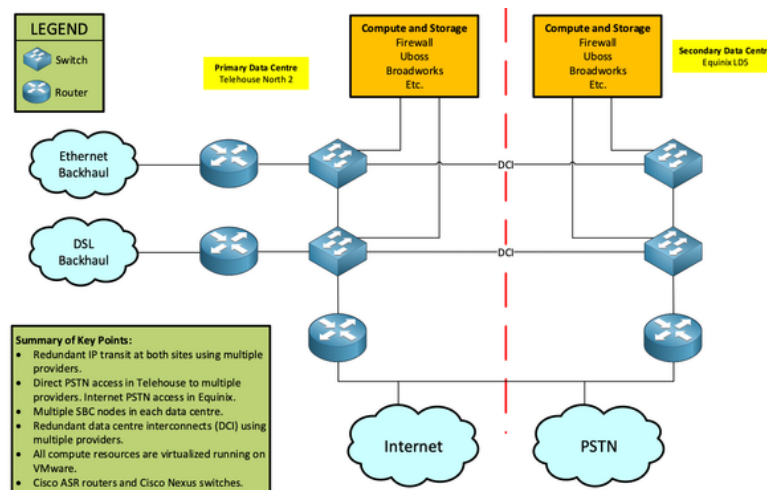
**We work with many happy clients throughout the UK.
References can be provided upon request.**

UltraVoIP Platform

UltraVoIP utilises BroadSoft (part of Cisco), the world's leading cloud communication platform. It is a robust, carrier-grade software platform that delivers advanced communication and collaboration services with unmatched performance, security, and scale. UltraVoIP provides trusted and proven reliability to schools of all sizes and is capable of adapting to the specific needs of education settings.

➤ System Architecture

Our network infrastructure is currently run from two data centres. We are in Telehouse North 2 (Docklands) and Equinix LD5 (Slough). Our service is designed to run active/active between the two data centres. Service can withstand an entire data centre failure. The diagram below shows additional network architecture information.



➤ Resilience

The Hosted Services are duplicated, with the hardware and software located in two independent data centres. Both data centres have independent power supplies and operate a high level of security and access.

In the event of a hardware failure, the system is designed to switch automatically between faulty and redundant hardware automatically.

The Class 5 soft switch interconnects to the UK public network via multiple interconnects and IP Transit links to ensure a high degree of redundancy. All data switches, servers, and routers are automatically monitored 24/7, and faults are automatically reported to the helpdesk and on-call engineer.

The system is designed to give 99.999% reliability and carrier-grade serviceability.

Contact Us



Please contact us to discuss your requirements; we offer free advice and no obligation quotes.

Our friendly team are always happy to answer any questions you may have.



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