REVISION TEXTBOOK
AGILICO BACK TO SCHOOL SERIES

The Education Toolkit

WORKPLACE TECHNOLOGY
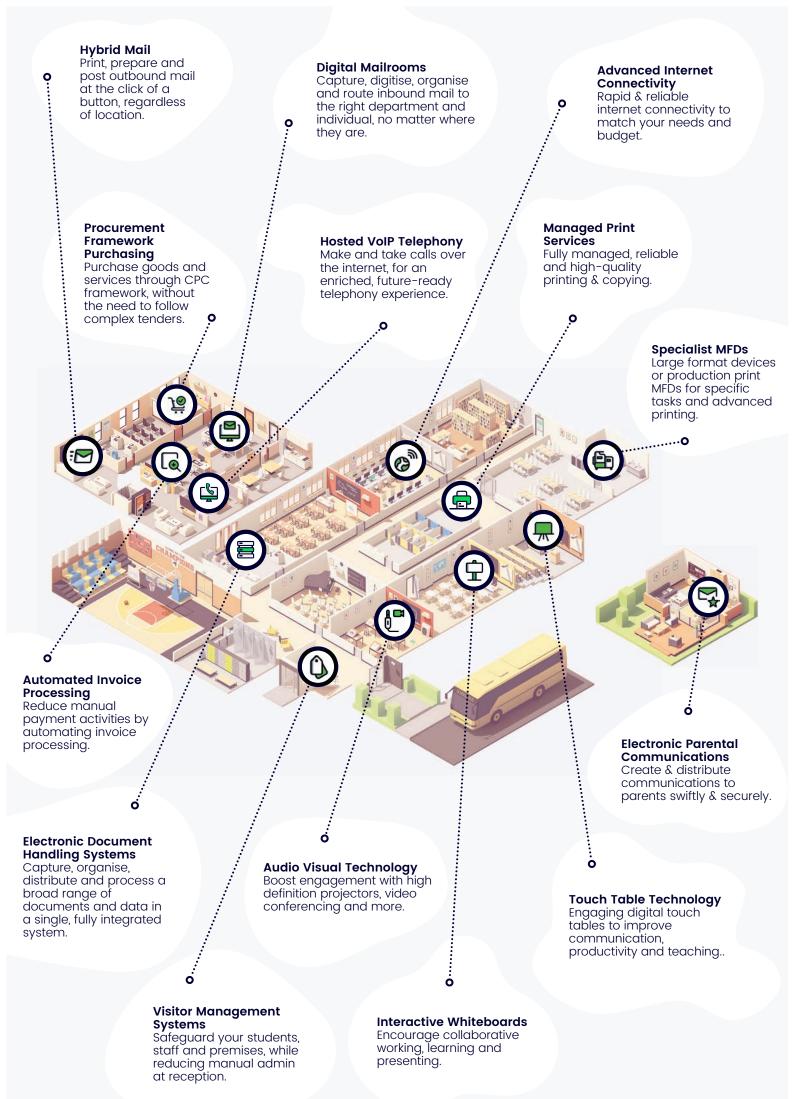
HIGHER LEVEL

agilico

Hybrid Mail
Print, prepare and post outbound mail at the click of a button, regardless of location.

Digital Mailrooms
Capture, digitise, organise and route inbound mail to the right department and individual, no matter where they are.

Advanced Internet Connectivity
Rapid & reliable internet connectivity to match your needs and budget.

Procurement Framework Purchasing
Purchase goods and services through CPC framework, without the need to follow complex tenders.

Hosted VoIP Telephony
Make and take calls over the internet, for an enriched, future-ready telephony experience.

Managed Print Services
Fully managed, reliable and high-quality printing & copying.

Specialist MFDs
Large format devices or production print MFDs for specific tasks and advanced printing.

Automated Invoice Processing
Reduce manual payment activities by automating invoice processing.

Electronic Parental Communications
Create & distribute communications to parents swiftly & securely.

Electronic Document Handling Systems
Capture, organise, distribute and process a broad range of documents and data in a single, fully integrated system.

Audio Visual Technology
Boost engagement with high definition projectors, video conferencing and more.

Touch Table Technology
Engaging digital touch tables to improve communication, productivity and teaching..

Visitor Management Systems
Safeguard your students, staff and premises, while reducing manual admin at reception.

Interactive Whiteboards
Encourage collaborative working, learning and presenting.

CONTENTS

INTRODUCTION

Evolution In Education

Driving the best educational outcomes while facing funding pressure and growing class sizes is an ongoing challenge for schools, as well as higher and further education.

Added to this are common operational issues of staff not knowing where to save documents and reports, problems with efficient document searching and retrieval, masses of folders in no central digital location, concerns around data compliance, making sure official communications are distributed to parents and SLTs effectively, inadequate print infrastructures for the creation of high-quality learning materials... the list goes on.

Meanwhile, the move to **digital education**, with interactive displays, whiteboards and visitor management systems, as well as **digital workflow tools** such as hybrid mail, digital mailrooms, cloud telephony and more, means that **educational institutions are transforming they way they work** – allowing them to deliver learning activities and communicate with staff, students and parents more effectively.

Education is evolving – and institutions must keep pace.

TRANSFORMING WORKFLOWS

Retrieving & Editing Information Efficiently

Traditional paper-based processes and a fragmented approach to electronic document management can be barriers to effectiveness – especially when you're dealing with a large amount of student and teaching documentation.

Nowadays, in order for your institution to stay competitive and deliver the best education to students, it's vital that processes are as efficient as possible.

A Document Management System will capture, organise, distribute and process a broad range of documents, student reports and data.

You can use this system to streamline teaching activities, pull out reports, and give your students, staff and governors access to the information they need, when they need it, even across multiple locations.

Save & Retrieve Documents Easily

With student data, lesson plans, documents and communications in a single system, staff can save and find information in a central location.

Use & Edit a 'Single Source of Truth'

Staff can ensure they're working on and sharing the correct document, rather than having multiple versions stored.

Combine Systems For Simple Searching

Rather than searching for information across separate repositories, a document management system allows you to search in a single system.

This will make everyone's life so much easier – find everything in one place!

TRANSFORMING WORKFLOWS

Safeguarding Student & Staff Data

Secure & Protect Documents & Data

Capabilities such as: digital archiving, file encryption, multi-factor authentication, data-loss prevention and more will safeguard your data.

Security & Compliance

Inbuilt security features meet strict compliance guidelines, reducing risk when processing learning materials and documents that contain confidential information.

If student and staff records are stored in filing cabinets, they are vulnerable to damage from fire, flood, and inadvertent or malicious breaches. Electronic document management allows for more robust safeguards to be put in place, protecting the School, College or University, its students and staff.

Approved access levels for electronic data prevent anyone from accessing information without the appropriate authority, while audit trails of document access ensure greater control and visibility.

Should a breach of confidentiality occur, corrective action can be taken immediately, as investigations can be made much quicker and less open to dispute.

Question Corner

What signs might suggest that your institution has document management issues?

DOCUMENT STORAGE SYSTEMS ARE UNSECURE.
Paper documents can be removed from filing cabinets, desks or printer trays by unauthorised personnel with ease. Digital documents on a standalone computer rather than a secure document management system means they're much more accessible to unscrupulous parties, loss or unwanted duplication.

FILES CAN BE VIEWED BY ALL STAFF.
If data and documents on a digital network are accessible by any member of staff, it's more than likely that sensitive information is going to fall into the wrong hands, or simply be handled incorrectly.

DOCUMENT WORKFLOWS ARE NOT AUTOMATED.
When a staff member has to manually direct a file to a networked device, email folder or any other destination, the potential for human error or document loss increases.

DOCUMENTS ARE DIFFICULT TO FIND AND FREQUENTLY LOST.
With no predetermined indexing or archiving systems for digital documents, information can easily be filed incorrectly. This makes retrieval a time consuming and complicated process.

NO DISASTER RECOVERY CAPABILITIES.
Housing documents in a single location or digital system that's only accessible on-site, means this presents clear access problems in an emergency, or if unforseen circumstances mean teaching needs to be remote.

DOCUMENTS ARE FREQUENTLY DUPLICATED.
With duplicated files dotted around a network, staff can never be sure if they're using the most up to date version of a document. This clutters up valuable storage space, as well as opening up the possibility for the wrong information to be sent to a parent or governer.

NO AUDIT TRAILS ARE AVAILABLE.
Knowing who has accessed data, who has edited, shared, deleted and processed key files (and who hasn't) is vital to understanding and keeping track of student information. If a data breach occurs, having a transparent audit trail is key to identifying which staff members have been involved.

TRANSFORMING WORKFLOWS

Automating Invoice Processing Activities

Keeping on top of invoice processing is a demanding task for most finance teams, with routing and approval processes quickly becoming unmanageable.

Without a clearly defined, efficient system for managing payments and outgoings, it's easy for accounts payable departments to become overloaded with manual processing and invoices to be missed.

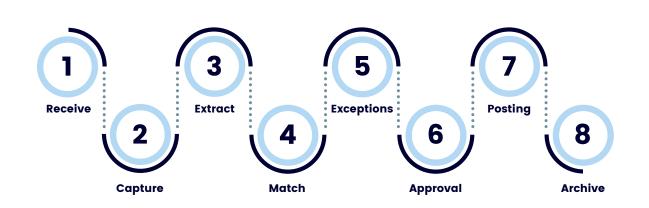Manual activities cannot be the answer to timely and cost effective invoice processing.

Automated Invoice Processing is the solution.

What is AIP?

Our Automated Invoice Processing solution involves the use of intelligent software to automatically capture, extract, route and post invoices into a finance system.

It allows finance teams to set up approval chains and shift from data entry tasks to automated data capture and posting processes, delivering visibility and control over the entirety of your invoice processing activities.

You'll be able to intelligently automate the scanning, interpreting and filing of invoice data, anywhere, anytime.

1 Receive

2 Capture

3 Extract

4 Match

5 Exceptions

6 Approval

7 Posting

8 Archive

Question Corner

What are the key benefits an Automated Invoice Processing system can bring to your institution?

AVOID LATE FEES
Manually processing paper invoices increases the risk of late fees. Automating the process allows you to keep track of due dates and prioritise invoice payments.

NEGOTIATE DISCOUNTS
By tracking invoices you can negotiate discounts with suppliers for early payments, ensuring that you always meet your commitments.

AGILE PAPER-FREE PROCESSING
The process can be 100% electronic, with no need for paper. You can also process invoices from anywhere, anytime.

REDUCE ERRORS
By automating the extraction of data from an invoice you can significantly reduce the risk of typos, which can lead to incorrect payments and supplier queries.

CUT UNNECESSARY WASTE
Many institutions continue to print digital invoices before manually processing them – shifting to automated invoice processing removes the need to print, reducing unnecessary waste and costs.

PREVENT FRAUD
Automated Invoice Systems can flag up bank detail changes or discrepancies in invoices, reducing the risk of fraud.

FREE UP STAFF RESOURCES
Not having to extract data from an invoice manually and check it against the purchase order line by line significantly reduces processing time. >90% of staff time spent keying in hundreds of invoices can be saved, allowing them to focus on other accounting tasks.

SIMPLIFIED AUDITING
Invoices can be tracked along their entire journey – recording opens, responses and any other actions for auditing.

IMPROVING COMMUNICATION

Hybrid Mail

Imagine sending out a mailing of letters to 100 parents. You need paper, a printer, toner cartridges, envelopes and stamps. You've had to buy all of these things, then your staff have to manually insert all of those letters into envelopes and run to the post office (or use a franking machine), just in time for the last mail collection.

A Hybrid Mail solution digitises this process. It's a simple mail delivery service revolutionising the way educational institutions send mail to students, parents, staff and governors.

With Hybrid Mail, you can send outbound mail from desk to doormat in just a few clicks.

Better still, prices start from just 54p per posted letter.

Electronic Parental Communications

While a Hybrid Mail solution is great for printed documents, a specialist electronic document distribution system will allow you to take standard plain documents. add required information, then send them (via a print driver) to the distribution system for delivery to parents and other recipients.

The software is designed to work alongside existing accounting, ERP or other systems to automate the delivery of outgoing documents.

- Swift document delivery via email, fax & print
- Branded templates to tailor messaging
- Comply with legal comms requirements
- Distribute comms to multiple recipients
- Ensure documents are secure in transit

IMPROVING COMMUNICATION

Hosted VoIP

Traditional on-premise telephony is costly, inflexible and limiting.

A Hosted VoIP (voice-over-IP) phone system lets you make and take calls using an internet connection, by converting analogue sound into a digital format. In a sense, it's much the same as using online tools such as WhatsApp or Skype to make calls.

It provides all the capability of an advanced on-premise phone system, without the complex and pricey infrastructure, as all the hardware and software is managed by a third party, through the cloud.

Aside from a handset or headset, an internet connection is all that is required.

Plus, as it's cloud-based, you'll always have access to the latest features, rather than risk being stuck with outdated on-premise systems.

Pain Points With Traditional Telephony

- Poor disaster and emergency recovery
- Legacy hardware in need of upgrading
- Expensive call charges and line rental costs
- Not scalable (hard to add users quickly)
- Expensive contracts and high fees
- Impossible to quickly update on-site systems
- Poor customer service
- Long lead times on new equipment/connections
- International call costs
- Lack of Microsoft Teams Integration

Did You Know?

BT's ISDN and PSTN switch-off is set for 2025. So for those using traditional technology for their phone systems, its time will soon be up.

IMPROVING COMMUNICATION

Internet Connectivity

The accelerated adoption of digital solutions demands robust, high-performance internet connectivity. There's no point introducing the latest technology to your institution if you don't have a capable internet connection to run it all.

Take Hosted VoIP as an example. With a slow internet connection, your teams won't be able to make and take calls without interruption.

Contended/Uncontended?

An uncontended line delivers broadband with a ratio of 1:1. You don't share your connection with anyone else.

A contended line refers to a shared connection. So if your connection is 25:1, you're sharing your connection with 24 other users. The more people sharing that connection, the slower your internet speed will be.

Advanced Internet Connectivity Options

FIBRE TO THE CABINET – FTTC
A copper cable from your building into the cabinet outside, then fibre from the cabinet to the exchange.

FIBRE TO THE PREMISES – FTTP
Fibre to connect your building to and through a cabinet outside, and on to the exchange.

ETHERNET OVER FIBRE TO THE CABINET – EOFTTC
Fibre (or copper) connects to your local cabinet. From the cabinet, a dedicated ethernet cable runs directly to the internet.

ETHERNET IN THE FIRST MILE – EFM
Multiple bonded copper pairs of cables to connect your building to the local exchange.

LEASED LINES
A dedicated, high-speed fibre internet connection. Uncontended, it connects to the public network directly and then continues on its own line to the internet.

Uncontended option

IMPROVING COMMUNICATION

Digital Mailrooms

The process for managing incoming mail was once clear – receive post in the mailroom, open, sort and categorise all mail, then manually distribute it to the relevant department or pigeon hole.

Except it isn't a simple process, especially when you receive potentially hundreds of pieces of inbound communication each day.

A Digital Mailroom converts physical post into digital documents at source, as soon as it's received, using intelligent scanning and automation tools to quickly extract data, categorise mail and then distribute it to the right individual or department. It can also be used to manage and distribute emails.

This whole process can be controlled through a portal, allowing you to set up rules and workflows specific to your school or institution.

How It Works

RECEIVE
Post is received and prepared to enter the Digital Mailroom system.
CAPTURE
Mail is scanned (or emails are pulled in), data is extracted, and then converted into a digital document.
DISTRIBUTE
Mail is digitally distributed across your school or institution, even across multiple sites, swiftly & securely.
TRACK
Document trails can be tracked via a real time management platform, monitoring delivery and additional processing.
AUTO-RESPOND
Outbound responses can be set up, such as auto-responses to confirm receipt.
ARCHIVE
Once processed, digital mail can be indexed and archived into a secure document or information management platform.

Question Corner

How does Hybrid Mail work?

1. Upload your document to the online portal, with any saved postal data and style options.
2. Click submit.
3. Documents are encrypted, given a unique reference number and enter a processing phase.
4. Documents are unencrypted and sent to the printer.
5. Once printed, documents are checked by quality control and then inserted into envelopes.
6. Mail is handed over to Royal Mail for final mile delivery.
7. Throughout the process, you can check the status of your jobs via an online audit trail.

What benefits would Hosted VoIP deliver?

- Add users (seats) and features as and when you need them, only paying for what you actually need
- Enable staff to stay connected, no matter where they are
- If maintenance, disruption or a disaster causes an outage, divert calls in a few clicks
- Costly capital expenditure and line rental is no longer an issue.
- Make and receive calls directly from Microsoft Teams
- Easily check the status of phone lines and availability of colleagues wherever they are
- Choice of multiple numbers
- Get the latest features as and when they're released – no need to keep upgrading
- Relocate the system in no time – and keep original numbers.

How can a Digital Mailroom improve inbound mail management?

Access mail from anywhere – recipient receives instant notification of mail.

Swift mail delivery – automated processes to save time and effort.

Free up staff time & associated costs, plus reduce on-site paperwork.

Maintain document security – mail can be encrypted before distribution.

Both emails and hard copies of mail can be processed.

OPTIMISING PRINTERS & COPIERS

Powerful & Feature-Rich MFDs

Multifunctional Devices (MFDs) that print, copy and scan are the cornerstone of educational technology. They provide rapid, reliable and high-quality printing for staff and students, while being the gateway to the digitisation of documents and data.

Many schools are looking to find a balanced solution between economising and providing the highest standards of education.

One area that is often overlooked by schools is their document and print output. Each year schools are wasting over 86,000 tonnes of paper, most of which is readily recyclable.

An independent managed print provider with strong experience in education (like Agilico), is ideally placed to supply, manage and maintain your MFDs so they're efficient, secure and always ready.

Features Include

Follow You Printing.

Toner tracking & automatic resupply.

Print management portals, with cost & usage visibility.

Rules-based job routing.

Cutting edge Print Room capabilities.

User authentication systems.

Data and device encryption.

Virus, malware, spam & spyware protection.

Sustainable printing systems.

Mobile printing.

OCR capabilities, to capture & digitise paper documents.

Remember to contact Agilico for MFDs

OPTIMISING PRINTERS & COPIERS

Highlights

Follow You Printing

Rather than sending a job to a specific printer, a user can send a job to a print queue. The document can then be released by a user at any networked device.

Tracking & Resupply

Real-time toner monitoring and automatic resupply makes sure your MFDs are running and ready to print whenever they're needed most.

Rules-Based Routing

Set up specific rules for different documents, which automatically route documents to the most appropriate device - b&w, colour, large format and so on.

Management Portals

A print management portal shows up to the minute statistics about how your devices are performing, how much you're spending and much more.

Encryption & Security

Keep your fleet secure with user authentication, document encryption, hardware security, watermarks and more.

Volume Printing

Cutting edge devices allow for multiple jobs and large amounts of lesson documentation to be processed with ease.

Question Corner

List 4 reasons why a managed print service brings with it a distinct advantage to your staff and students.

OPERATIONAL EFFICIENCY

One single system for managing the flow of information through the entire educational institution will eradicate the inefficiencies of any existing manual systems in place — systems that are open to error, vulnerable to failure and extraordinarily time consuming.
A managed print service as a critical part of IT systems can consolidate workloads and make use of the institution's resources only when needed.

MANAGEMENT AND MAINTENANCE

With one specialist provider being responsible for the installation and maintenance of the institution's managed print service, teachers and facilities will benefit from the smooth running of operations throughout. Maintenance schedules and upgrades can be arranged when required, mitigating the risk of down time due to breakdowns and poor maintenance. There will be one point of contact for support, providing an efficient support service on demand.

FINANCIAL

Increasing operational efficiencies and reducing waste will produce significant cost savings. Staff will be more productive and provide enhanced teaching activities and complete additional tasks more efficiently. Strict budgets can be set up to control costs and individual/departmental usage, allowing funds to be saved for better teaching and learning activities.

INTEGRATION

A managed print service can be configured to integrate into existing school or higher educational systems, streamlining workflows, teaching and learning, boosting productivity and improving wider communication. The student and staff user experience are then greatly improved.

ENHANCING OPERATIONS & TEACHING

Digital Visitor Management Systems

Rather than just being a digital version of a sign-in book, a modern visitor management system goes much further.

A digital visitor management system will help you safeguard your students, staff and premises, while reducing the manual administration activities required from your staff at reception. It will also make the sign-in process a much smoother experience for visitors, with touchscreen technology and even pre-registration opportunities.

In addition to staff and students, typical visitors can be from any number of the following:

Instant recognition of people walking around the site.

- Operations meetings
- Delivery people
- Contractors
- Job interview candidates
- Ad hoc visitors and staff without key cards

Intuitive Touchscreens

Simple touchscreens, specifically designed for usage in high volume areas, make it easy to welcome visitors.

Photo ID & Badges

Instant, customisable badge printing means visitors can be quickly and efficiently identified in buildings and corridors.

DBS Checker

Ensure external visitors provide DBS information when signing in, which can be recorded back to your central database for future visits.

ENHANCING OPERATIONS & TEACHING

Digital Visitor Management Systems

Acceptance Policies

Ensure visitors agree to any terms and conditions including health and safety and evacuation procedures as part of the signing-in process.

Visiting Contractors

Visitor management databases can remember all your previous visitors, to give those returning on a regular basis a swift and seamless experience.

Database Console

You can gain access to a full database of all visitors, print visitor reports and more, making dealing with fields trips and fire safetly activities a simple process.

Events Management

Create events that allow you to pre-book visitors into events such as a school parents' evening or a company workshop.

Privacy & Compliance

Keeping visitor details on a closed system will make sure they're secure, while complying fully with data protection regulations.

Alerts & Notifications

When a visitor arrives on site, an instant notification can be sent via SMS or email to the person they are visiting, or relevant department.

ENHANCING OPERATIONS & TEACHING

Touch Tables

Engaging digital touch tables can improve communication, productivity and teaching in a wide variety of educational settings.

The beauty of an interactive touch table is in its versatility. Whether it is intended for use as a presentation tool, a teaching aid, or a collaborative learning device, a bold, bright display with intuitive touch interfaces is sure to capture attention. They offer smooth, capacitive touch technology and pen software for natural annotating and writing,

Interactive Whiteboards

An interactive whiteboard is a proven means of cultivating an atmosphere of involvement and engagement in your classrooms.

Intuitive interfaces are user-friendly, making them accessible to all abilities and age groups, with natural-feeling pen, touch and gesture controls which are automatically detected by the surface and cameras. This means no manual switching is required. A multi-touch interface allows for multiple users, and positively encourages collaborative working and learning activities.

More Breathing Room

Give teachers more quality time to spend on lesson planning, reporting and improving the student experience, by reducing manual activities,

Pre-Plan & Save Time

Instantly spin up a pre-planned lesson, presentation or activity on a whiteboard, and upload additional content as you go.

Question Corner

Why might you leave pen and paper visitor management systems behind?

When you rely on pen and paper to welcome your visitors, this immediately introduces problems.

If staff at reception are forced to manage each visitor individually – perhaps having to explain various aspects of housekeeping in detail or decipher messy handwriting, then manually produce relevant ID photos and badges – they can waste precious time and resources.

But even when this stage is completed, another major issue arises. When a visitor writes their details in a paper logbook, those details are laid bare for everyone else to see too, which is a clear violation of their privacy. Visitors taking a sneaky look at previous sign-ins is made far too easy.

Visitor management systems can also make managing fire drills and field trips a much simpler process, as well as safeguarding students and staff on a premises, by providing visitors with quick reference badges to identify themselves.

Additional notes section

SIMPLIFYING PURCHASING

Utilising Approved Procurement Frameworks

A procurement framework consists of a group of approved service providers, each with proven expertise in a specific area. It enables buyers to complete purchases for goods and services without the need to follow complex tenders.

Using such a framework has the potential to save your organisation a significant amount of time, money and stress.

It is designed to deliver specialist services and solutions at a local and sector-specific level.

A provider can be chosen by direct award, or by additional competition between chosen providers.

The Crescent Purchasing Consortium (CPC) is a good example - of which Agilico is a member. All capabilities within this textbook can be sourced via this framework.

Avoid Lengthy Tender Processes

With a procurement framework, you can have new kit in weeks rather than waiting months.

Reduce Procurement Costs

A shorter process means less money and resources spent on tenders, and a better use of budgets.

Ensure Legal Compliance

Pre-agreed terms and conditions will ensure your institution is fully compliant with industry regulation.

EFFICIENT PURCHASING

The Simplicity Of Single Agreements

By making use of a single agreement from a single provider, you'll have the opportunity to free up time and resources, with the peace of mind that you only need to deal with one provider with any questions or to organise additional capabilities.

A single specialist in workplace technology offers support which covers all bases, making it easy to resolve any issues swiftly.

You'll also likely be able to group products and services together in a bundle, to entirely customise your service according to the needs of your institution, rather than being forced into a less flexible 'one size fits all' solution.

And when a contract comes to an end, the administration of managing the extension or overhaul is made that much simpler.

Onboarding & Migration Made Easy

A single point of contact for adding or editing existing systems makes the whole process much simpler to manage.

Simple Monitoring

You'll be able to monitor performance and service quality throughout a contract, without the need for multiple portals or touchpoints.

Improved Collaboration

Complete integration of your systems will mean your staff are able to collaborate much more effectively.

The Education Toolkit

Essential reading for professionals within the educational sector.

Workplace technology and expertise you can trust.

agilico