EDUCATION
THE TELSTRA BLUEPRINT

IT'S HOW
WE CONNECT

A QUALITY EDUCATION
FOR EVERY CHILD

A SUPPORTIVE ENVIRONMENT FOR EVERY TEACHER AND INSPIRATIONAL TECHNOLOGY FOR EVERY BUDGET. IS IT TOO MUCH TO ASK?

We don't think so. New communication, mobility and data solutions are revolutionising the way educational institutions can deliver tuition, support and train staff, manage budgets and prepare for the future. And the industry is inspired by exciting new ideas about personalised learning, digital pedagogy and online distance education.

TELSTRA EDUCATION VISION AND BLUEPRINT

To tackle the challenges of education, we have designed the Education Blueprint – a unified ICT infrastructure that connects your teachers, students and staff to a robust communication and collaboration framework – with easy access to the software, apps and data they need.

This blueprint shows how we can help you achieve an agile ICT infrastructure that supports innovative education while minimising capital outlay. You'll also see how Telstra's education solutions can help you provide personalised learning, equitable access for remote students, and expanded professional development opportunities for teachers and staff.

TAILORED TO YOUR NEEDS

One size does not fit all. Telstra education experts work closely with you to help you solve your specific challenges and realise benefits in your institution. With proven whole-of-school solutions and award-winning integration services, we can help you deploy game-changing technologies now and identify what you'll need down the track.

SMART PEOPLE, SMART NETWORKS

Working with one of Australia's most knowledgeable teams, and harnessing our most powerful networks, you can connect students, teachers and staff to a reliable, highly secure environment. Cutting-edge wireless technology, quality of service and Application Assured Networking™ – available on our Next IP® network in Australia – help keep your technology productive. The Next IP® network also gives you 99.999% reliability, with experts monitoring your solutions 24/7/365, for highly secure and resilient operations.

INTERNATIONAL PRESENCE

Telstra Global gives you an international IP network with unified voice and data services, plus satellite services that cover two-thirds of the Earth's surface. We have operating licences and landing rights in most Asian countries, the US and EMEA and access to over 1,400 Points of Presence (PoP) in 230 countries and territories. Our subsidiary CSL New World is a leading mobile network operator in Hong Kong. Through our 50% ownership interest in REACH, Asia's premier provider of voice and satellite services, we are involved in operating one of Asia Pacific's largest and most diverse cable networks.

This gives you the robust communications platform you need to expand your institution and its research departments beyond the confines of your local area. Connect with leading institutions and academics; collaborate on international projects and events; and give your students the option to broaden their horizons to the world beyond.

CLOUD CAPABILITIES

Telstra Connected Clouds provides access to our world-class infrastructure, software, applications and services across Australia's largest communications network. Your institution benefits from secure and agile ICT, software that's up to date, as well as simplified budget and resource management. Flexible pricing options mean you only pay for what you use, helping to free capital for more strategic investments. Integration and migration specialists from Telstra and Accenture® work with you to design the best solution roadmap, then deploy it using world's best practice principles.
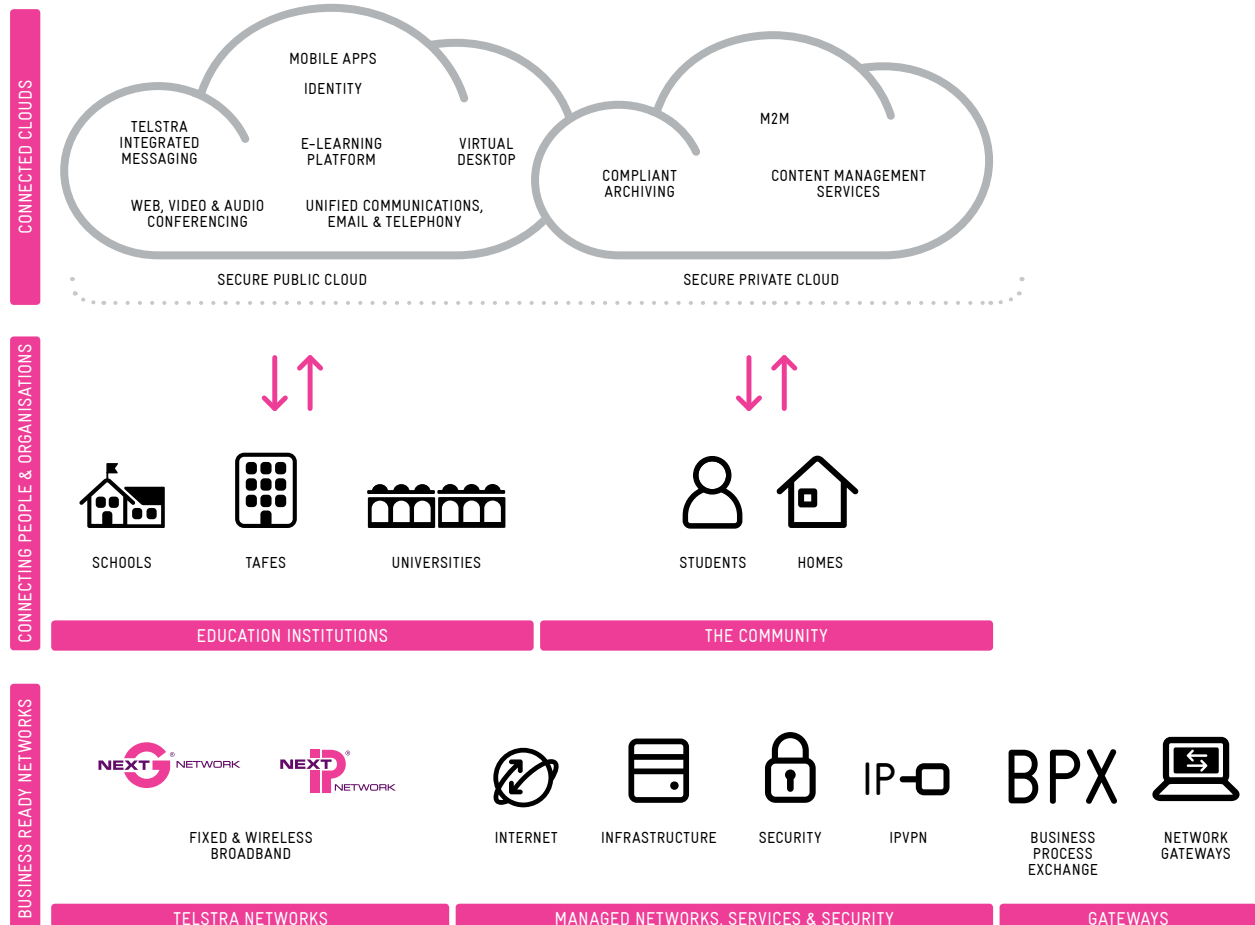
A VISION FOR THE FUTURE

We will work with you to establish a roadmap for new education, to help you progressively integrate, automate and mobilise the way your organisation works. Together with our industry-leading partners, Accenture, Cisco® and Microsoft® – and M2M technology companies – we continually innovate to keep you at the leading edge. And we rigorously test in our Innovation Centre to deliver mature, proven, reliable solutions.

THE TELSTRA
EDUCATION BLUEPRINT

A HOLISTIC PLATFORM FOR INNOVATIVE LEARNING, PERFORMANCE ANALYSIS AND SMART COLLABORATION

The Telstra Education Blueprint can connect everyone across your institution via a high-speed IP WAN. The result is a holistic environment that equips students, teachers and staff with mobile collaboration tools, software and services. Institution-wide information can be aggregated and analysed to identify inefficiencies and benchmark outcomes against national standards.

Telstra education experts can work with your institution to identify innovation opportunities and develop a roadmap to a more connected, automated and collaborative future.

CONNECTED CLOUDS

MOBILE APPS
IDENTITY
TELSTRA INTEGRATED MESSAGING
E-LEARNING PLATFORM
VIRTUAL DESKTOP
M2M
COMPLIANT ARCHIVING
CONTENT MANAGEMENT SERVICES
WEB, VIDEO & AUDIO CONFERENCING
UNIFIED COMMUNICATIONS, EMAIL & TELEPHONY

SECURE PUBLIC CLOUD
SECURE PRIVATE CLOUD

CONNECTING PEOPLE & ORGANISATIONS

SCHOOLS
TAFES
UNIVERSITIES
STUDENTS
HOMES

EDUCATION INSTITUTIONS
THE COMMUNITY

BUSINESS READY NETWORKS

NEXT G NETWORK
NEXT IP NETWORK

FIXED & WIRELESS BROADBAND
INTERNET
INFRASTRUCTURE
SECURITY
IP-O IPVPN
BPX BUSINESS PROCESS EXCHANGE
NETWORK GATEWAYS

TELSTRA NETWORKS
MANAGED NETWORKS, SERVICES & SECURITY
GATEWAYS

MORE ENGAGED STUDENTS

Connect with your students using the technology and software they know and enjoy.

A safe e-learning platform

Broaden student horizons with cutting-edge e-learning. Students can submit work as videos, blogs, documents or wikis. They can download approved apps and podcasts. Through secure online web portals, students can learn and play with blogs, chat and social networking tools – all shown to increase engagement.

Simpler communication

Boost student communication skills with SMS, MMS, fax, email and video collaboration – with teachers and each other. Whether it's a desktop, laptop, netbook or mobile device, a simple and intuitive interface makes it easy to keep track of communications. Microsoft® Lync™ Online provides instant translation for a range of languages.

Easier access

Deliver classes to a wider audience online using web conferencing, providing remote learning access and flexible teaching options. Web conferencing can open up a world of learning and peer friendship to distanced students, with the ability to instantly live chat with their teacher or classmates.

Portable learning

With smartphones the centre of many students' worlds, you can use accessible, highly interactive and fun mobile apps to drive literacy and numeracy improvements. Apps also provide increased choice about where and when learning can take place.

MORE INNOVATIVE TEACHERS

Provide easy access to digital teaching resources and ways to give timely personalised feedback to students and each other.

Online resources and tools

You can better support and improve teaching, as well as cater for diverse learners, with a secure, searchable online media repository for teacher-developed and industry learning resources – including podcasts, videos, courseware and technical manuals.

Personalised feedback

Teachers can enhance their feedback by recording explanations of key concepts using online whiteboarding. Students can submit questions or draw diagrams and notes. With a richer view of student thoughts, teachers can spot and address learning gaps.

Better training options

Video conferencing lets you deliver professional development to every teacher, helping them stay up to date with curriculum developments and new best practice. Teachers can learn when and where they like, with a high-quality, interactive learning experience.

Smarter collaboration

Make your decision-making process faster and easier. Unified communications gives teachers and staff a single phone number for multiple devices and one mailbox for voice and text messages, while integrated presence lets them see quickly if their colleagues are free and how best to contact them – via voice, text or video – whichever suits.

MORE PROACTIVE OPERATIONS

With more agile operations you can reduce manual labour, save on operational expenses and analyse trends.

Offer support, save on devices

Students are already bringing their own smartphones, tablets and laptops into the classroom. We can help you leverage this with a Bring Your Own Device environment. You can manage and update registered devices centrally, provide secure access to your network, and wipe data from missing devices.

A holistic view of operations

Business analytics tools belong in education too. With a whole-of-institution view of your data – from individual students, to classes, year-groups, teachers and beyond – you can analyse academic performance, understand the impact of new teaching ideas and identify inefficiencies in administration and assets.

Encourage local involvement

Encourage community support by giving it a voice. You can host secure web portals with full support for video and web conferencing using Cloud Services from Telstra. By commenting in online forums or participating in polls, parents and the community can have a say in decisions affecting them.

Automate alerts

Save time and reduce confusion by broadcasting schedules, assignments and changes to timetables via SMS and messaging. Parents can be notified automatically if their child is absent from school so truancy can be investigated early, reducing drop-out rates.

SMARTER, SAFER, MORE INNOVATIVE LEARNING

THE EDUCATION BLUEPRINT CONNECTS STUDENTS, TEACHERS, STAFF, PARENTS AND COMMUNITY

1. BUSINESS READY NETWORKS

The cornerstone of the blueprint is a unified IP network. To simplify processes and information exchange across your organisation, Telstra proposes a single converged IP Wide Area Network (IP WAN) providing wired and wireless broadband access, plus public Internet, securely connecting your students, teachers and staff, as well as parents and the community, if required. Application Assured Networking™ provides visibility of your network and applications (in Australia on our Next IP® network), so you can configure policies for optimal performance and plan for growth.

2. CONNECTING PEOPLE AND ORGANISATIONS

Integrated into this network is a suite of Telstra and partner solutions that bring the twenty-first century into the classroom while extending learning opportunities outside of it, as well as giving teachers the ability to collaborate more easily from more places. All of which helps lead to a more engaging learning experience and better student outcomes.

Telstra Mobility Solutions

Our Mobility Partner Program connects you with a wide range of technology leaders, application developers, integrators and device manufacturers who can help you mobilise your teachers and staff. These world-class practitioners can design applications optimised for our Next G® network, and which meet your particular needs.

Students, teachers and staff will be able to connect securely to your systems, data and applications – from a PC or their own mobile device – letting them check and update the data they are authorised to access. And they can do all this without sacrificing security.

Telstra Collaboration and Communication

To improve collaboration and organisation, Telstra offers IP telephony, unified communications, audio, video and web conferencing. With real-time access to student and institutional data, staff can understand and predict trends, as well as benchmark your institution against set standards.

Universal Messaging

Telstra Integrated Messaging can help you notify students, teachers, staff and parents in a pre-defined area, with automated calling and SMS messages to pre-registered mobiles. Uses vary from notifying staff of last-minute schedule changes to reminding students to attend events or quickly alerting parents of security concerns.

3. CONNECTED CLOUDS

Many of the solutions in the Telstra Education Blueprint are available as affordable cloud services, enabling you to deliver them almost anywhere there's an Internet connection: the classroom, the home, or even on the go. Telstra Connected Clouds services include:

1. Infrastructure as a Service: scalable computing power and highly secure data storage with compliant archiving and retrieval in our enterprise-grade data centres.

2. Software as a Service: the latest software from Microsoft and education software developers, as well as unified communications, video and web conferencing.

By choosing Connected Clouds, you are spared ongoing capital investment and continual technology updates. Plus you benefit from innovative solutions with a predictable pay-for-use model.

THE TELSTRA ADVANTAGE

EDUCATION EXPERTS WORKING FOR YOU

When you work with Telstra, you have the benefit of experts who know the education industry inside out. Your dedicated account management team can help address your specific challenges and provide a solution roadmap tailored to your institution. This team is fully supported by education experts who will rigorously scope, define and design the solutions you require, helping you achieve your goals on time, within budget and with less risk.

LOCAL KNOWLEDGE, GLOBAL EXPERTISE

Telstra Network Applications and Services combines skilled professionals, cutting-edge capabilities and Telstra's smart networks to help you evolve your ICT so it supports your education strategy.

Delivered by accredited professionals using best-practice methodologies, your service is backed by one of Australia's largest and most qualified field and technical workforces. We have 2,500 communication technicians, over 700 maintenance technicians and 1,600 field technicians Australia-wide, enabling us to manage your solutions across the complete ICT life cycle.

LESS RISK, STRONG GOVERNANCE

Our experienced consultants can help you navigate smoothly to the future, with proven deployment models helping to reduce risk, and ongoing expert consultancy helping you keep your ICT efficient and effective. We're one of the few organisations that has selected IP products and associated security processes certified to ISO 27001 and the AS/NZS 13000:2009 Risk Management Standard. We also collaborate with you to define shared governance standards.

WORLD-CLASS CUSTOMER SERVICE

Our customer service standards specify what you can expect from us. They're so exacting, they've made us the only Australian telco to earn International Customer Service Standard certification at the highest level. We listen closely to your feedback – and act on it.

RELIABILITY, COVERAGE AND REACH

Your institution will operate over Telstra core networks designed to 99.999% availability. Carrying thousands of customer private networks, we provide redundancy with sub-second failover and recovery for your mission-critical services. We protect your operational continuity 24/7 with advanced systems, monitoring and maintenance from dedicated centres.

Telstra's market-leading international multiprotocol (MPLS) platform enables you to deploy new technologies rapidly. Combined with the Telstra Next IP® network, it provides extensive international coverage and reach and fast, resilient services across 45 countries to support collaboration with new locations.

AN INVESTMENT IN THE FUTURE

We continue to invest substantially in new technology so you don't have to risk your own investment to keep your network and institution at the leading edge.

TELSTRA
GLOBAL

NEXT**G** NETWORK | NEXT**IP** NETWORK

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WE CONNECT