Mainstream Digital Services for Schools

With over 25 years experience of the UK telephony market, Mainstream Digital are specialist providers of communication solutions for schools.

Offering on-site and hosted telephony solutions, VoIP and SIP services, calls and lines packages and business class broadband connections, Mainstream are certified to ISO9001 (Quality Management), ISO27001 (Information Security Management), ISO22301 (Business Continuity Management), Cyber Essentials and are GDPR compliant. Mainstream is also a Samsung development partner creating telephony and data solutions for mobile devices and the cloud.

Operating as an communications company since 1992, our unique service is designed to offer you peace of mind. With a proven track record Mainstream Digital can provide you with the reassurance of a reliable, secure, and effective service.

What makes us different?
By using the existing infrastructure from established companies, such as BT and Openreach, we can be sure to offer a reliable service at a competitive cost. Our real differential, however, comes with the level of service we offer.

Our service care levels
If you ever have a problem, our customer services and technical support teams are available to call 24 hours a day, 7 days a week, all year round – including all public holidays – regardless of the service level agreement you hold.
If the problem cannot be fixed straight away, we can arrange for your incoming calls to be diverted to another office, or to a mobile phone, ensuring callers are still able to get in contact.

Our products and services
Offering onsite, hosted or hybrid telephone systems, our products have been thoroughly tested to prove their reliability and ensure they are flexible enough to meet the ever-increasing demands expected from communications technology.

Staff and security
Everyone at Mainstream has been DBS checked, so in a world where safeguarding is an increasing concern, this is an issue we have actively addressed.

We are certified to ISO9001 (QM), ISO27001 (ISM) and ISO22301 (BC) as well as being Cyber Essentials certified, so you can be assured that not only is your data safe with us, but we have in-built resilience and system redundancy so we can continue providing a service even if we are unable to access our own offices.

Mainstream benefits
Not only do we offer competitive pricing, but with a focus on the overall quality of our service we aim to deliver real value with a number of inclusive services aimed at protecting you.

Inclusive Fraud Protection on our calls and lines packages. Your line is automatically monitored for any suspicious or "out of character" activity, such as late night or high volume use. This is flagged by our system and you are alerted by email.

This has helped our customers identify many cases of telephone fraud that might have gone un-noticed until the bills were received, potentially saving thousands of pounds.

Inclusive call statistics on Mainstream lines. Our exclusive on-line client portal OneView allows you to check how many of your
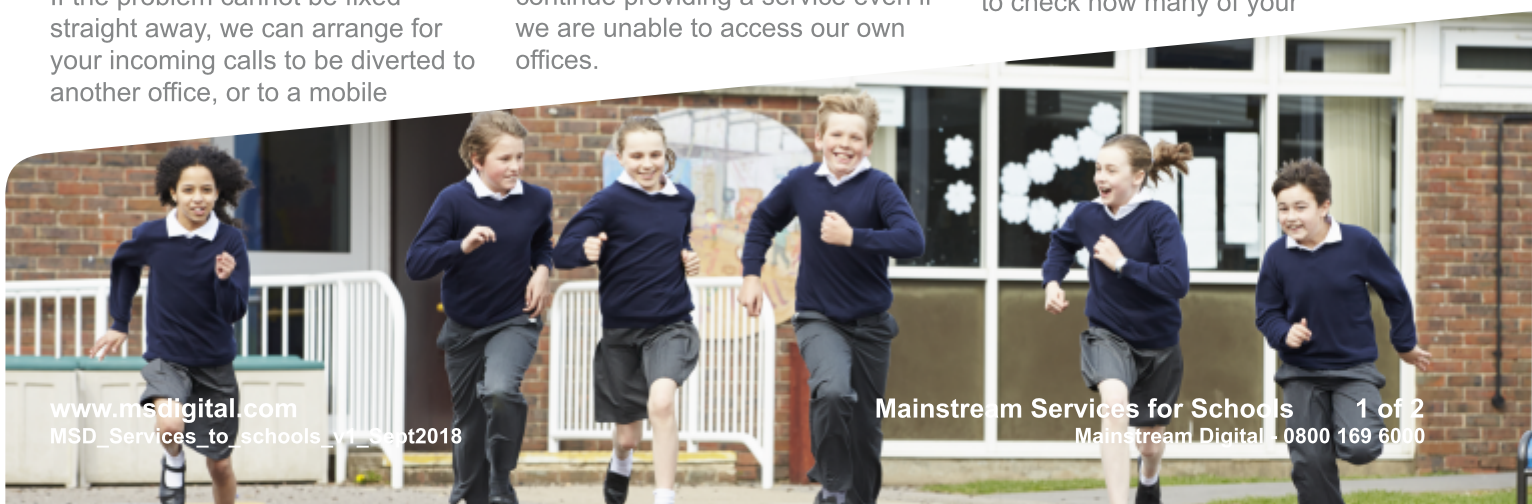
customers are calling you, and most importantly, how many are getting the engaged tone or abandoning the call before you pick up the phone.

Inclusive fax to email enables you to receive fax messages as email with PDF attachments. Not only a great way to deal with junk faxes, saving on paper, but also a great way to distribute legitimate faxes.

True per-second billing for standard rate calls, whether local, national or mobile, means you only pay for time used and we don't charge a call setup fee.

Our **online client portal**, OneView, simplifies billing for multi-site installations with consolidated bill options. You can decide who looks at the bills within your school, and you can keep an eye on your charges at any time.

Typical features
We know that no two schools are the same, but there are features that many schools look for. These might typically include:

Auto Attendant: Manage incoming call traffic and ensure efficient call distribution, with a simple menu selection (eg: press 1 to report absence, press 2 for the office…)

Broadcast Messages: Transmit site wide messages to all phones, for announcements or requesting staff to call the office.

Portable Handsets: Portable (DECT) handsets are similar to cordless phones you might have in your own home, but are much more powerful with an extended range of 100's of meters, making them ideal as a carry around unit.

Conference Calling: Often used to include multiple colleagues in calls, who may be in different buildings ether on the same or different school sites.

Call Recording: Some schools will record all calls for training and security, but it is also possible to record calls on an ad-hoc, as needed basis. Call recordings are securely held in the cloud and can be accessed via your user portal so you can retrieve and review recordings as needed.

Mobile Phones: The introduction of the new GDPR rules in 2018 means staff can no longer use personal phones to carry contact information. Not only can we provide mobile phones on the EE network at competitive rates, with shared or individual call and data limits, but we can provide Mobile device management and Call recording on selected Samsung mobile devices.

Specialist solutions
With solutions for Call Recording, Mobile Device Management, Hosted Telephony and Hosted ISDN, whether you are a small village school, an independent academy school or a multi-site MAT, we can help with your communications technology needs.

Dedicated account team
Your sales consultant and their office based support team will always be ready to answer your questions, and with our UK based customer services and technical support staff at our Cirencester head office, our close knit team is on hand to help with your communications queries.

ISO:9001   ISO:27001   ISO:22301

CYBER ESSENTIALS

IASME Consortium ®

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