Serving the Education Customer

Seeking new and better ways to communicate and collaborate, educational institutions have been at the forefront of communications technology for some time. This demanding segment of the market has aggressively deployed capabilities such as document sharing, team collaboration, and video conferencing to increase learning and productivity. These tools have increased connectivity between student and staff and have greatly enhanced the learning experience.

Supporting this market is challenging. Products must support a wide variety of constituents (students, staff, security, instructors) and be delivered with a high degree of reliability. Students expect that their mobile devices, tablets, and laptops can be fully integrated into the school's communication infrastructure. Physical security and connectivity with emergency services demand that educational institutions have a highly available, mission-critical communications infrastructure. Ribbon has a varied portfolio of solutions to meet the demanding needs of this industry. Ribbon Session Border Controllers (SBCs) and Unified Communication solutions are found in institutions of higher learning such as Canada's Yorkville University. They trust Ribbon to secure their networks and provide collaborative solutions to improve student engagement and learning.

Ribbon Solutions Targeting Education

Unified Communications, Mobility
Kandy delivers carrier-class cloud PBX and Unified Communications with all the features that educational institutions expect. Services such as instant messaging, mobile apps, document collaboration, and video conferencing are all part of the Kandy solution set.

The benefits of Kandy are many — they include:

- Kandy removes capital expenditures and long- term operating costs for hardware, maintenance and installation.
- Kandy doesn't require organizations to have dedicated IT staff to keep their phone system up and running.

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- The Kandy pay-as-you-go pricing model lets organizations pay for what they use and add more services when needed.
- Kandy can integrate with an organization's existing phone system, helping protect their existing investments while layering on new services and features.

Microsoft Teams
Ribbon SBCs, certified for Direct Routing for Microsoft Teams, are flexible enough to support single-site secondary education through nationwide higher education operations with tens of thousands of users. They have a versatile applications solution module, providing connection to the Microsoft Phone System, Active Directory integration, and branch survivability. In addition to hardware-centric solutions such as the SBC 1000, 2000, and 5000, Ribbon's virtual SBC, SWe Lite, (available either cloud-based from the Azure Marketplace or running as a VNF on a corporate server) is a cost-efficient and powerful solution for securing real-time communications (RTC).

Ribbon SBCs are your line of defense against telephony related attacks such as Denial of Service and toll fraud. Key capabilities include:

- Topology hiding (Back-to-back user agent)
- DoS and DDoS policers
- TLS/SRTP Encryption
- Malformed packet protection

SIP Trunking, UCaaS Service Assurance

Ribbon's combined solution of EdgeMarc Intelligent Edge devices and the EdgeView Service Control Center enable educational institutions to secure their varied locations and manage them on an ongoing basis. EdgeMarc devices deployed at each location provide Quality of Service management, SIP security, and business continuity, as well as detailed performance data on every SIP session. EdgeView takes this data and aggregates it across the entire network, giving you a single pane of glass view on how your locations are performing.
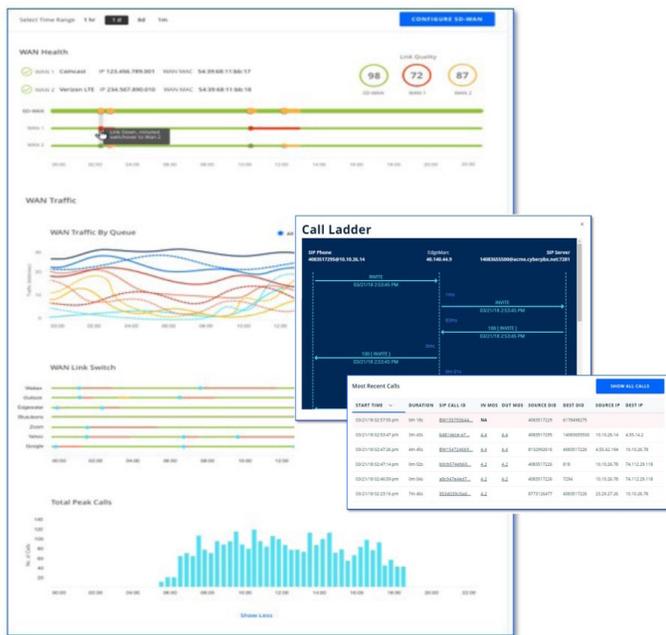
EdgeView provides tools to monitor and manage your voice network in real time

Security and Analytics

The Ribbon Analytics platform empowers education to effectively monitor and respond to cyberattacks, fraud, and network operational issues. It's a virtualized solution that quickly and easily integrates with your existing RTC network investments. Ribbon Protect, a component of the Ribbon Analytics platform, receives information from various network elements – such as Ribbon SBCs and other 3rd party communication network devices - and analyzes it for various RTC security breaches and service quality issues.

The Ribbon Analytics portfolio allows you to view end-to-end call flows, diagnose service quality issues, as well as make automated security enforcement decisions based on quantitative RTC network information. Using Ribbon Protect, these decisions can be pushed to any "enforcer" anywhere in the network.

Ribbon Can Help

Ribbon has helped educators small and large to secure their networks and provide collaborative communications solutions. To find out how Ribbon can help, visit us at rbbn.com or contact us at +1-833-742-2661.

Contact Us Contact us to learn more about Ribbon solutions.