

VOIP FOR SCHOOLS & MULTI-ACADEMY TRUSTS

My School Phone Connect

An integrated VoIP communications platform for schools and MATs - it's more than just a phone line.



The old copper phone network is being retired for good. With traditional PSTN and ISDN lines being switched off, every school needs a modern phone system - and that's an opportunity to move to something built around how schools work today.

My School Phone - Connect brings together your school's phone calls - with all the features you're used to and more - alongside screen-pops, safeguarding workflows and emergency communication, helping staff respond faster, reduce admin and maintain continuity across your school or Trust.



Connected anywhere

Keep staff contactable across classrooms, trips, remote working and disruption.



Integrated with your systems

Instant caller context through leading MIS platforms and education services.



Built around safeguarding

Emergency alerts, caller visibility and joined-up incident workflows.



Designed for oversight

Understand activity, missed calls and response patterns across the Trust.



Integrations included as standard

Integrated with leading MIS platforms including Arbor and Bromcom, alongside education services such as Wonde and CPOMS.

A communications platform, not just a phone line

Traditional phone systems sit outside the tools schools rely on every day. My School Phone - Connect links communication directly with your MIS and safeguarding processes - reducing delays, improving visibility and giving staff the right information when they need it. The value isn't just replacing calls over copper lines; it's improving how communication supports attendance, safeguarding, operational continuity and parent engagement.



Connected anywhere, ready everywhere

Seamlessly connect staff PCs, laptops, tablets or phones. Make, receive and manage calls from wherever staff are working - helping schools maintain continuity during closures, trips, off-site activity or disruption.



MIS & safeguarding integrated for faster conversations

Caller details can appear automatically on screen (screen-pops), helping staff identify parents, carers and linked pupils without manually searching records.



Less admin, fewer missed messages

Voicemail-to-email, scheduled call handling and smarter routing help important messages reach the right people quickly. Call recording lets you replay important calls where required.



Consistent across schools and Trusts

Centralised configuration and reporting support a more consistent, accessible communication experience - while allowing individual schools to retain local control.



Communication that supports learning, wherever it happens.



Supporting your Martyn's Law duties. Schools will need documented plans for lockdown, evacuation and communication. Connect gives staff a way to reach everyone on site instantly.

A phone system for education that helps keep pupils safe

Safeguarding depends on timely, accurate communication. By connecting calls, MIS and CPOMS records, alerts and reporting, My School Phone - Connect helps close the gap between a concern being raised and the right action being taken.



Immediate caller visibility

Screen-pops mean staff see who is calling and which pupil they're linked to, enabling more informed conversations from the moment a call is answered. One click takes you to the relevant MIS/CPOMS record.



Court order notifications & restricted-contact awareness

Important contact warnings are flagged for incoming and outgoing calls, and can be visible before, during or after a call - helping staff respond appropriately in sensitive situations while supporting clearer records and follow-ups.



CPOMS incident reporting

Safeguarding concerns and insights can be reported in CPOMS directly from the platform. You can also flag reminders to return to records later.



Emergency alerts & lockdown support

School-wide paging alerts and group communication help staff coordinate quickly when seconds matter. As schools prepare for new protective-security duties under Martyn's Law, better emergency communication and response procedures can help support your wider preparedness - the platform is a tool to assist your plans, not a substitute for them.



Dedicated student support lines

Dedicated support lines let students anonymously call and record messages - used to report bullying, express mental-health worries and raise other safeguarding concerns.

Communication that lightens the load on your team

Effective communication is central to how schools operate. My School Phone - Connect helps reduce pressure on reception and administration teams, while giving leaders better visibility of demand, responsiveness and follow-up.



Reduce pressure on the school office

Voicemail-to-email and scheduled call handling let staff communicate directly and collaborate more easily - cutting message-passing and avoidable call-handling delays.



Automate routine call handling

Set call routing and messages around holidays, INSET days and out-of-hours periods, helping ensure callers receive consistent information.



Support attendance & absence workflows

Voicemail-to-email and Arbor-compatible absence handling help ensure parent messages are captured and acted upon quickly.



Give leaders clearer insight

Reporting on call activity, missed calls and follow-ups helps schools and MATs identify pressure points and improve processes.

Moved on from copper phone lines?

With traditional phone lines being retired, it's the right time to adopt a cloud communications platform designed for how schools operate today - supporting safeguarding, improving efficiency and connecting communication across your school or Trust.

SPEAK TO AN EDUCATION SPECIALIST

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