



education

Internet & Filtering for Schools

Our Services

Internet | Filtering | Analytics | VoIP

Best in class - for every classroom



Connectivity

Exa Education was founded in 2003 as a dedicated Internet Service Provider to schools. We now provide our award-winning services to thousands of educational establishments nationwide.

Our Network

Designed to provide schools with the fast, reliable and secure Internet connections they require, our network is continuously maintained to ensure that it remains uncongested. This means that we always have more than enough bandwidth available for our customers – so every speed is assured and every connection is always capable of achieving its maximum potential.

Your Connection

DarkLight®: Delivered using the most powerful Internet technology available in the world, DarkLight is a dark fibre connection direct to your school's premises. A truly future-proof service, it is capable of accommodating all data, pupil, or infrastructure growth your school might experience.

Leased Line: Offering reliable, stable and secure connectivity, a leased line is a brilliant option for those schools requiring a high amount of bandwidth. Dedicated exclusively to your school, you will receive a symmetrical, uncontended line.

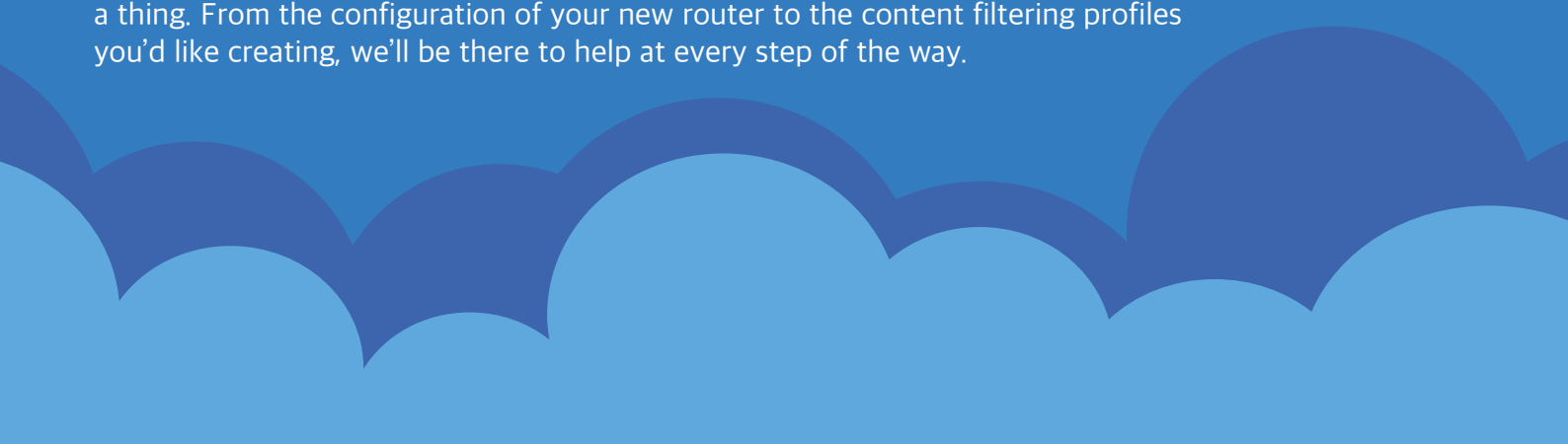
EoFTTC: EoFTTC is a scalable service which provides symmetrical guaranteed speeds, as well as a higher speed which can be achieved when possible.

FTTC: Also known as Fibre to the Cabinet, FTTC offers increased speeds and reliability in comparison to copper-based ADSL.






ADSL: ADSL is perfect for schools without high bandwidth demands – such as small primaries, or schools with minimal student and device numbers.

A Seamless Transition

Once you have made the decision to transition to an Exa Education connection, we'll take care of every aspect of the migration – so you don't have to worry about a thing. From the configuration of your new router to the content filtering profiles you'd like creating, we'll be there to help at every step of the way.



Which connection is right for you?

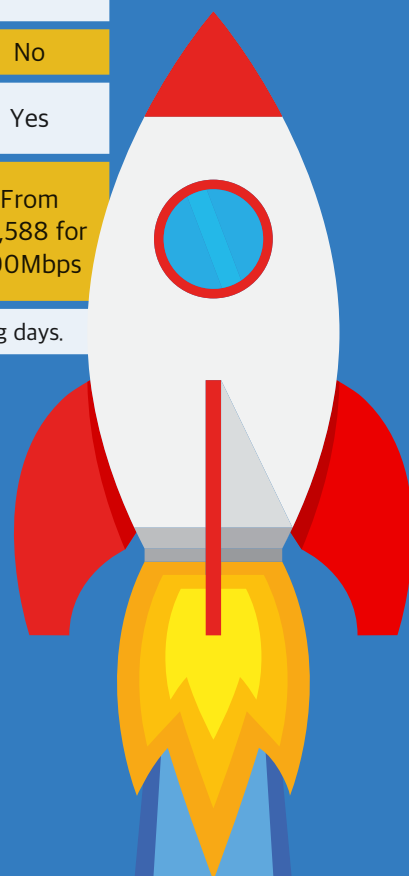
Connectivity Type	ADSL	FTTC	EoFTTC	Leased Line	DarkLight®
Speedometer					
Maximum download speed option	20Mbps	80Mbps	80Mbps	10Gbps	100Gbps
Maximum upload speed option	2.5Mbps	20Mbps	20Mbps	10Gbps	100Gbps
Symmetrical speeds?	No	No	No	Yes	Yes
Guaranteed speeds?	n/a	n/a	Partial	Yes	Yes
Contention ratio	n/a	n/a	1:1 on guaranteed speeds	1:1	1:1
BT line required?	Yes	Yes	No	No	No
Minimum installation time frame	5 working days	5 working days	30 working days	45 working days	45 working days
Usage caps applied?	No	No	No	No	No
Possible to upgrade at any point?	Yes	Yes	Yes	Yes	Yes
Cost	From £1,200 for 2Mbps	From £2,070 for 10Mbps	£2,900 as standard	From £4,642 for 100Mbps	From £3,588 for 100Mbps

*If a new BT telephone line is required the lead time for the service will be a minimum of 14 working days.

Complete Security

We work with leading firewall provider Fortinet to supply your school with the industry's best protection against the most advanced security threats and targeted attacks. Delivering end-to-end network security, a Fortinet firewall ensures that your school receives complete and comprehensive protection in one centrally managed device.

If you'd like Exa Education to set up and maintain the configuration of your firewall, we provide an optional managed service - so you can be assured that your school's security is in the safest hands possible.



Web Filtering

Keeping your students safe and secure online has never been more difficult. With an ever increasing number of e-safety threats and DfE guidelines to meet, it can feel like a very complicated process. Luckily, our content filtering system, SurfProtect® Quantum, does the hard work for you.

Cloud-Based Filtering

Located entirely in the cloud, SurfProtect Quantum performs network-level filtering. This means that all traffic on your school's internet connection is filtered, regardless of the machine or device used to access it.

As a result, you do not need to install any hardware on your school's premises – instead, you can be assured that you are receiving industry-leading protection, without having to configure and maintain an on-site device.

Completely Customisable

SurfProtect Quantum implements a default filtering policy which prevents access to the most commonly-blocked web categories, so you receive instant safety from the onset. However, it is incredibly easy to build on this profile and create a bespoke filtering policy that is perfect for your school. SurfProtect Quantum's categorised filtering feature means that you can restrict inappropriate material in a matter of minutes – simply click on the types of websites you'd like to prevent access to and they'll be blocked immediately.

With complete Active Directory integration, you are able to create separate profiles for different year groups, staff members, subject classes and individuals; ensuring complete control over who is able to access what.

Benefits Overview



HTTPS filtering



Downloadable reports



Mobile application support



Real time updates



Analytics of online activity



Per computer filtering



Active Directory integration



Domain doctor



Search term filtering



BYOD filtering

Ofsted Compliance

Offering complete compliance with the online safety requirements of the Department for Education, SurfProtect Quantum ensures that your school is able to implement the most effective & appropriate filtering policy possible.

Providing categorised, age-appropriate filtering, BYOD protection, search term filtering, subscription to the IWF and Home Office Terrorism Watch List, safeguarding support, and the flexibility to create the exact level of filtering you want for your school, you can be assured that both staff and students are protected from the many dangers present online – and that you are in accordance with the current inspection framework.

The Prevent Duty

SurfProtect Quantum helps you to ensure that your school adheres to the Prevent duty. In our panel, you'll find a range of 'Umbrella Behaviour' settings which immediately block certain categories – one click of the 'Prevent' button will automatically block all sites which could contain radical content. This includes the categories Weapons, Violence, Intolerance & Hate, and Criminal Activity.

The Prevent setting will also enforce a block on search terms relating to extremism; this keyword list includes all terms identified by the DfE as being commonly used in ISIL dialogue and propaganda, so your students are unable to use these words to search for related material.

Did you know?

- **Exa is a member of the Internet Watch Foundation.** The IWF was established in 1996 to provide the UK internet Hotline for child sexual abuse content to be reported in a secure and confidential way.
- **The IWF publishes a list of websites which contain indecent images, advertisements for, or links to such content.** This list is automatically incorporated behind the scenes into SurfProtect Quantum twice daily to ensure that these websites are instantly blocked to users.
- **During a school day SurfProtect Quantum filters over 83,000,000 requests.** That equates to over 16 billion each year!



Analytics

SurfProtect Analytics provides you with a detailed insight into the activity taking place on your school's internet connection – from which sites are being requested, which are most frequently visited and even which students are attempting to access which sites. As a result, you are able to identify any causes for concern, and possible intervention, whilst also monitoring the way in which your internet service is being used.

Web and Search Term Usage

SurfProtect Analytics continuously collates all information passing over your school's internet connection and displays it in an instantly understandable way. As a result, all web usage and search terms are condensed into graphs which display the top twenty most popular websites visited and search terms entered – so you can see the key sites and content your students are requesting each day.

To ensure that you are also aware of which restricted content was requested, and by whom, you are able to view a list which details which URLs and search terms were entered but blocked according to your SurfProtect filtering policy. If you would like to see which student requested banned material, simply clicking on the rejected request will bring up both their username and the timestamp that the attempt was made.

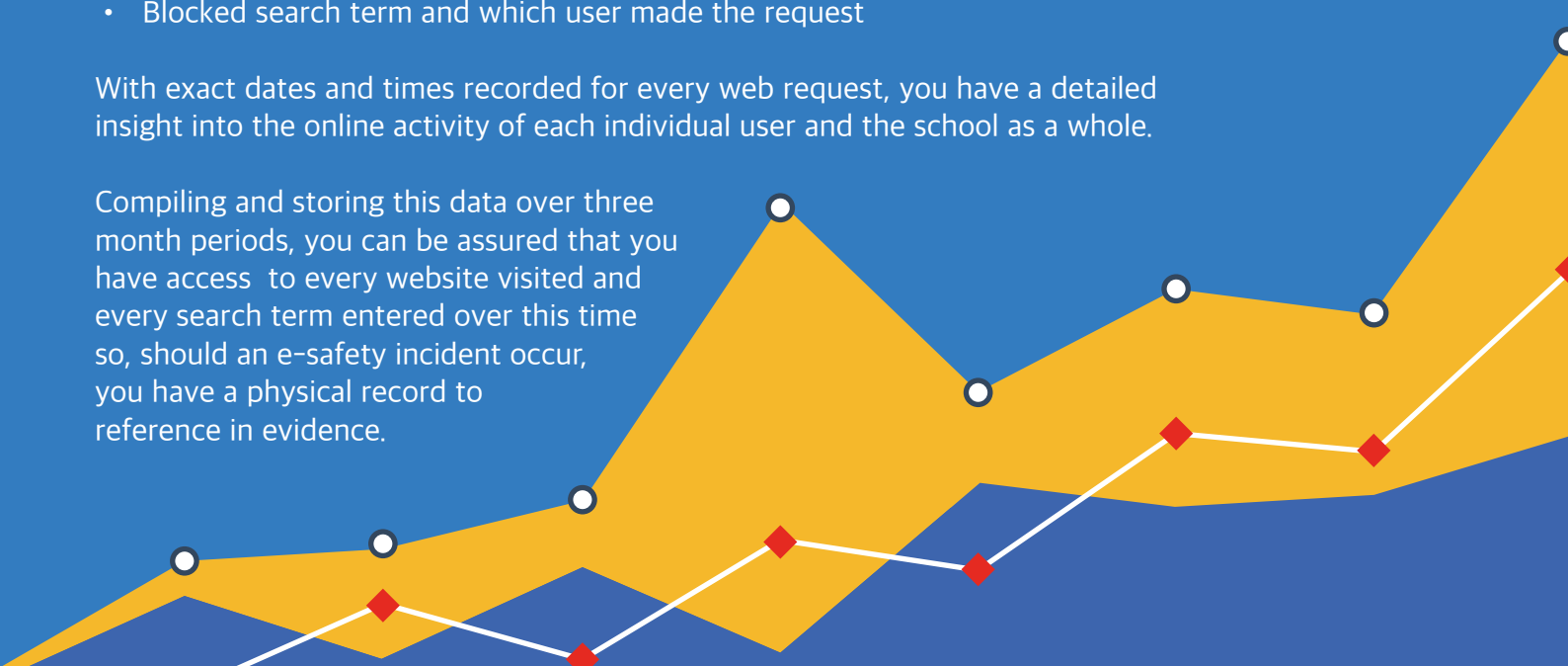
Download Reports

With SurfProtect Analytics, you are able to download reports of all online activity performed on your network, giving you a detailed insight into your school's web traffic over an extended period of time. These reports provide you with:

- All websites accessed and by which user
- All websites blocked and which user made the request
- Allowed search term and which user performed the search
- Blocked search term and which user made the request

With exact dates and times recorded for every web request, you have a detailed insight into the online activity of each individual user and the school as a whole.

Compiling and storing this data over three month periods, you can be assured that you have access to every website visited and every search term entered over this time so, should an e-safety incident occur, you have a physical record to reference in evidence.



NetSupport

If your school requires an even greater level of online visibility and control, we have partnered with NetSupport to enable us to bring you the most powerful monitoring solution available today – NetSupport DNA.

Just a few of the benefits this award-winning service provides are:

- **Safeguarding.** Stay alerted to any safeguarding issues with the Keyword and Phrase Monitoring feature. This provides you with an alert should a student engage in any activity which may place them at risk. The details of triggered words can then be reviewed in the form of a log, screenshot, or video so that you have complete context of the event.
- **Control.** With complete control over the way in which your school's devices are used, you can implement an e-safety policy that works in exactly the way you need it to – from disabling webcams on classroom devices, controlling access to content on memory sticks through to the enforcement of Acceptable Use Policies.

NetSupport DNA is not only an invaluable e-safety tool, it is also incredibly beneficial for the management of your school's IT infrastructure – making it easier than ever before to do everything from managing licence compliance, assessing application usage and monitoring print usage to deploying power management policies, so you can make sure your IT services are as cost-effective as they possibly can be.

Providing proactive warning alerts of issues across your school's network, you can be assured that you'll know about any potential issues before they become a problem.



NetSupport

Exa Voice

A VoIP telephone solution can bring incredible benefits to communication within a school, and Exa Education is able to provide one of the most flexible and effective services available today – Exa Voice.

What is Exa Voice?

Exa Voice converts your voice into digital data which then travels across your internet connection in the same way as any other type of data, such as email or web traffic. Completely hosted on your behalf, there are no significant hardware investments or financing costs to consider – all that is required is a sufficient internet service!

This technology is set to transform the way telephone calls are made, bringing an incredible number of advantages to the way your school is able to communicate.

Tailored for You

Exa Voice allows your school to create a telephone system that works in exactly the way you want it to. With lots of clever features and an incredibly easy-to-use web portal, you have complete control over the ways in which your calls are handled, answered, transferred and much more.

The flexibility provided by Exa Voice means that your telephone service will always be able to accommodate any changes your school experiences – whether you need to add additional phones, reduce the number of users or simply change your settings, you are able to do so; at any time. And, as the service runs over your school's internet connection, there is no limit to the number of concurrent calls that can be in place at any one time – so you'll never miss a call again!

Benefits Overview



Easy-to-use web interface



Auto attendant



'One number anywhere'



Call recording



Emergency continuity



Call reports & analytics



Entirely scalable



Complete flexibility



Lower call costs



Centralised voicemail

Flexible Settings

Offering a shift away from the traditional PBX set up of a dedicated phone line to one person in one location, Exa Voice provides an incredible degree of flexibility:

- **‘One number anywhere’.** With the ability to integrate fixed and mobile phones, it has never been easier to get in touch with the people you need, when you need them – with just one number for both devices, callers only need to dial once to reach them simultaneously.
- **Number choice.** You also have complete flexibility over which numbers you would like your school to use – keep your current numbers, get brand new ones, choose any area code (regardless of your location) – the choice is yours!
- **Scalable.** Your VoIP service is completely scalable to your needs – there is no limit to the number of users, sites, or handsets you can have in place; and they can be added on a group or individual basis at any time you need them to be.
- **Get in touch at anytime.** If a teacher has the Exa Voice app installed on their tablet or mobile device, they can be contacted at any time. By using Call Director, teachers can call parents back with the school’s number presented, not their own – important for teacher confidentiality.

Complete Control

Exa Voice provides you with control over every aspect of your school’s telephone service – enabling you to prioritise, manage, move phones or update users in an instant. You also receive the following features:

- **Auto attendant.** Create announcements to let callers know key information – such as upcoming school holidays, staff training days and other events – when the office is closed.
- **Easy-to-use interface.** An extensive range of call handling features are accessible through your web-based portal, so you can change your settings from wherever you are, at any time.
- **Emergency continuity.** As Exa Voice is hosted in the cloud, your telephone system will never be effected by events such as snow, floods or utility roadworks. This means that your school is able to carry on making and taking calls, whatever the circumstances.
- **Analytics and visibility.** With access to multiple levels of reporting, the ability to record calls and view inbound call information, you can be assured that you have transparency over your school’s telephone communication.
- **Advanced functionality.** With HD Voice, smartphone & tablet integration, instant messaging (IM) and web collaboration, you have access to a wealth of advanced features to make your school’s communication the best it can possibly be.



exa.foundation

Part of Exa Education, exa.foundation was created in 2015 and is led by our very own Computing Master Teacher. It exists to inspire and engage the digital makers of tomorrow, support outstanding Computing in schools and promote the safe, secure and appropriate use of technology.

To achieve its aims, exa.foundation runs courses and events at schools across the UK, provides online teaching and learning resources, and guidance to teachers, students and families wherever it is needed.

As part of our commitment to developing Computing in schools, exa.foundation has organised and participated in hundreds of events across the country. Many of these are free to attend for Exa Education customers, and are a brilliant opportunity for teachers to support their own professional development and learn more about the most effective ways to teach Computing in their school.

Primary School Computing

Offering the perfect introduction to KS 1 - 2 Computing, this session focuses on freely available online resources and the ways in which they can be used in the classroom. For example, games development with Scratch - the visual programming language - and how it can develop computational thinking.

It also discusses unplugged activities which do not require electronic equipment, but which work to engage and encourage children to begin thinking of the underlying concepts of Computing - without the worry of syntax errors.

GCSE Computer Science

Helping teachers to prepare their students for the programming and theory elements of the GCSE Computer Science examination, this session provides a range of teaching and learning strategies. Covering everything from paired programming, problem-solving, algorithm design, Python and code-sharing to debugging and differentiation strategies, it is an incredibly beneficial course for teachers of GCSE CS.

It also offers a number of ways in which teachers can help and support pupils who find problem solving and text-based programming difficult, and how to effectively implement differentiation teaching to support a wide ability range within a class.



E-Safety Support

As well as helping schools to provide outstanding Computing lessons, exa.foundation can be an invaluable source of advice for e-safety. Offering courses on everything from grooming and sexting to digital footprints and phishing, exa.foundation can help to ensure that your school is in complete compliance with Ofsted expectations for online safety.

So, it might be that you are planning an e-safety PSHE lesson to help pupils identify and understand what constitutes cyber bullying and want a resource which can help you in teaching this. Or it may be that you need to create your school's e-safety policy and just don't know where to begin. Whatever it is, exa.foundation can help.

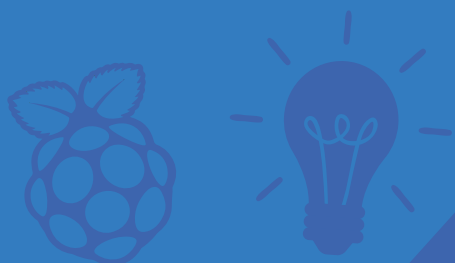
exa.foundation's MOOC

In case you didn't know, a MOOC is a Massive Online Open Course – and exa.foundation has created one of its very own for teachers of Computing, specifically OCR J276 (GCSE Computer Science). Adopting a 'flipped learning' approach, the course frees up valuable teacher time and provides a number of benefits:

- **Independent learning.** The MOOC provides students with the material to study all theory-based topics at their own pace, and the ability to tailor the programme to suit their own needs.
- **Easy assessment.** Teachers can use features within the MOOC to track their students' learning progress – from the scores they achieve in computer assessed tests (MCQs) to the formal exam style questions which can be set in
- **Tailored lessons.** With theory being primarily studied outside school, teachers have more time in lessons to focus on the practical problem solving and programming elements which students will be assessed on in Year 11.

Used by hundreds of teachers across the UK, the MOOC is a brilliant resource to provide you with all the materials and tools you need to teach the theory for GCSE Computer Science – and is completely free for all Exa Education customers.

You can learn more about exa.foundation at www.exa.foundation



Customer Care

We're not the kind of ISP that sells you a connection and walks away until contract renewal rolls around; we're here to help you at every step of the journey – from the initial migration to the months and years beyond.

Personal Account Manager

From the moment you choose Exa Education as your school's new ISP, you'll be assigned a personal account manager who will look after every aspect of the service you receive from us.

This member of our team will not only be on hand to answer any questions you might have, they will also provide you with bi-annual reviews to inform you of your bandwidth usage and ensure that you are continuously on the most appropriate solution for your specific needs.

Technical Support Team

Alongside your dedicated account manager, our team of in-house technical engineers are available between 8am and 6pm Monday to Friday to help with any and every query you may have. And, as we were found to have the fastest call answer times in the industry by an independent study (with an average of 9.83 seconds, to be exact), you can be assured that you'll never have to wait very long to speak to us.

Effective Communication

To ensure that we always provide our customers with the best service possible, we continuously monitor the quality of our care. That is why we implement feedback surveys which are sent out after each and every support issue has been marked as resolved by our team – so our schools can quickly and easily let us know how helpful we've been when they needed us most.

We also operate a ticketing system for all customer emails. This means that each email which is sent to or from our customer care team receives a reference number and all communication then relating to the query is documented, whether that is on the phone, over email or even in person. This provides us with comprehensive visibility over every issue so we don't miss a thing – and helps us to ensure that each problem is always resolved to our customer's complete satisfaction.

This commitment to ensuring our schools' satisfaction is the reason we have twice received the Internet Service Provider's Association award for Best Business Customer Service, and why our contract retention rate is, year-on-year, over 95%.

Testimonials

Oliver Alcock, Network Manager at Trinity Academy Halifax:

"I have always been extremely happy with the service and support received from Exa Education. The leased line connection they provide us with is incredibly reliable, and their technical support team are proactive and helpful.

Our school structure is constantly changing and, because of this, we need a flexible internet provider that can upgrade and change our contracts as we need it - Exa Education give us this flexibility. We find their pricing to be very competitive, and would recommend them to any school looking for a new, reliable ISP."

Neil Jinks, Headteacher at Holy Rosary Primary School:

"We moved our broadband to Exa Education several years ago and are very glad we made the transition. Our internet service is now incredibly reliable, with the speed we need to deliver our curriculum and online administrative procedures.

The decision to move away from local authority control is always a difficult one, but in the case of our broadband it has been extremely beneficial for our school both financially and in terms of the far superior download rates that we have. I would not hesitate to recommend an Exa connection to any school."

Tina Allen, School Business Manager at West Hoathly Primary School:

"We switched over to Exa Education in 2015. The process was seamless and since the move we have been very satisfied with our broadband which is now much quicker.

Prior to transitioning, we regularly had days when we were without our broadband and this has not happened once since we have been with them. We are delighted that we made the move."

Lynne Hinsley, School Business Manager at St Mary's Catholic Primary School:

"I can unreservedly recommend Exa Education for all your broadband requirements.

Their staff are very friendly and helpful, the free web content filtering is super and so easy to use, we have 10Mbps to ourselves and it is half the price we were paying. What more can one ask for?"

Get in touch with a member of our team today to find out how Exa Education can improve your school's internet service.



The Detail

Checklist	Included as standard?
Customer Care	
Personal account manager	✓
In-house technical support team available extended business hours	✓
Award-winning customer care	✓
Access to exa.foundation events and resources	✓
Connectivity	
Uncongested, dedicated and assured speeds	✓
The fastest, or most appropriate, internet connection available to you	✓
No port blocking, usage caps, or speed limiting	✓
Available to upgrade at any point	✓
Content Filtering	
Cloud-based filtering	✓
Active directory integration	✓
Bring your own device (BYOD) filtering	✓
Subscribes to the Home Office Terrorism Watch List	✓
Subscribes to the Internet Watch Foundation (IWF) list	✓
Filtering control of HTTP websites	✓
Filtering control of HTTPS websites	✓
Ability to filter by IP address	✓
Per machine filtering	✓
Mobile application support (such as Twitter)	✓

Prevent duty compliance	✓
Real-time classification	✓
Search term filtering	✓
Restrict social media	✓
Website multi-classification	✓
File type filtering	✓
<i>Analytics</i>	
Analytics dashboard	✓
Top 20 daily allowed websites and search terms	✓
Daily list of blocked websites and search terms	✓
Downloadable logs of all filtered traffic	✓
User identification	✓
<i>Website and Email Services</i>	
Email spam and virus filtering	✓
Unlimited POP and IMAP accounts with unlimited capacity	✓
Website management tools and Email Self Administration (ESA) portal	✓
Student-friendly email with inappropriate word filtering	✓
<i>Additional Services</i>	
Blocks of IP addresses allocated as needed	✓
Fixed IP address	✓
Full configuration of all hardware	✓
Installation and rental of BT telephone line	Optional
VoIP telephony	Optional

