



Solutions for Education



Lightspeed
Systems®

The most **trusted partner** in online learning safety & effectiveness

Available through

Lenovo

Lightspeed Systems® has been serving schools and keeping students safe online since 1999. Our mission—to advance educational effectiveness and safety for every student—serves as the daily roadmap of our commitment.

We provide the most up-to-date enterprise-class software and support, ensure the privacy of student data, and zealously protect our customers' data through the latest cloud-based systems. And most importantly, we can easily scale to our customers' changing requirements, expanding to embrace their entire networks as the number of schools, devices, and product needs increase.

Lightspeed Systems is recognised as the most effective ensurer of online student safety and educational effectiveness globally. We're a trusted partner to literally tens of thousands of schools. Let us show you why.



“

The enhancements and the investments Lightspeed has put into their products is simply amazing. No other suite of online student protection comes close to what Lightspeed Systems has to offer. The Lightspeed team has never let me down from sales to technical assistance. They are always there for me and they truly have a passion for helping me keep my students safe both mentally and physically.

- Ross Randall, Director of Technology, Lamar County School District

”

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What Sets Lightspeed Apart?

The most trusted partner worldwide

A PROVEN PARTNER

At Lightspeed Systems®, we are committed to being a proven, trusted partner to our customers. For over 20 years, we've collaborated with our client schools, local authorities and trusts to tailor our solutions to the unique and ever-changing landscape of education learning technology. As education finds itself in the midst of a technology revolution, with new systems, devices, and tools being implemented constantly, Lightspeed Systems helps schools ensure that their technology is safe, well-managed, and optimally functional. Lightspeed Systems works with tens of thousands of schools to maximise the safety, mobility, and effectiveness of their students' learning experience.

COMMITTED TO PRIVACY

Providing the safest and most effective online learning experience requires a deep and thorough approach to defense. Lightspeed Systems delivers enterprise-class software solutions and the safety net—from cloud security, first-rate tech partnerships, and customer support—to keep students protected and our clients successful. Our commitment to student and school data privacy is unrivaled. Lightspeed Systems is one of the only solutions on the market that boasts a dedicated team of data scientists, database administrators, and a data privacy team, ensuring optimal student safety and data security from the roots up. We're early signers of the Student Privacy Pledge, we're GDPR compliant across solutions and company policies, and our solutions are hosted in the secure AWS® cloud.



The Lightspeed Systems® Solution Suite

Our patented technology was imagined and designed exclusively for education. With schools around the world, we've innovated continuously to scale student safety from the classroom to the cloud. Every device can be covered with the most effective web filter, student safety monitor, classroom management software, device management tool, and analytics program available. And if you only seek one of these solutions or a smaller combination, Lightspeed can deliver a custom configuration to fit your specific needs.



**Lightspeed
Filter™**

Protect Students From Harmful Online Content

- Leverage advanced AI to automatically block millions of inappropriate, harmful, and unknown sites, images, and videos.
- Maintain e-safety compliance across every device.
- Make YouTube a safe and reliable instructional tool.
- Empower caregivers to monitor and control student online activity to ensure students stay focused on learning.



**Lightspeed
Alert™**

Prevent Suicides, Cyberbullying, and School Violence

- Monitor online activity including search, email, text, and online documents to identify words that indicate potential self harm, cyberbullying, and violence against others.
- Receive real-time threat alert notifications instantly and intervene before an incident occurs.
- Gain visibility into students' mental wellness with activity logs of flagged events.



**Lightspeed
MDM™**

Scalable and Efficient Learning Device Management

- Control school-issued devices remotely. Push, revoke, move, manage, and report on all apps across all schools and devices.
- Set hundreds of policies, grant access and restrictions, and maintain data privacy.
- Easily locate and recover devices that are lost or stolen.



**Lightspeed
Analytics™**

Complete Visibility into Students' Online Learning

- Analyse adoption, pinpoint needs for more effective utilisation, and eliminate redundancy.
- Inform ROI, track licenses, compare similar applications on usage, and identify redundant and underutilised apps.
- Assess risk and compliance by surfacing vulnerabilities in securing student data privacy.



**Lightspeed
Classroom
Management™**

Reimagine the Inspired and Interactive Classroom

- Have complete control of your classroom devices and maintain educational effectiveness.
- Push classroom content to all devices, block time-wasting Internet scrolling, and monitor website browsing.
- Receive real-time notification when a student is off task.

The Power of an Integrated Ecosystem

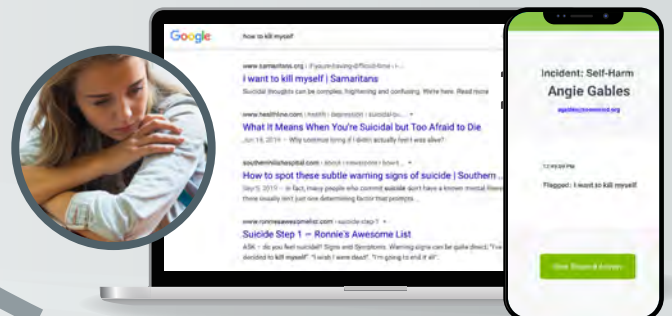
With Lightspeed Systems®, everything your school or trust needs to ensure the safest, most effective online learning experience possible is available in an integrated platform. Lightspeed Systems builds an ecosystem of integrated solutions that enable schools to more effectively and efficiently manage online learning.



While **Lightspeed Filter** maintains safety during student and staff interaction with applications authorised by **Lightspeed Classroom Management**, **Lightspeed Analytics™** compiles all application and student log-in information into digestible data, enabling school administrators to manage data privacy, inform ROI, and make the most effective, data-driven decisions.



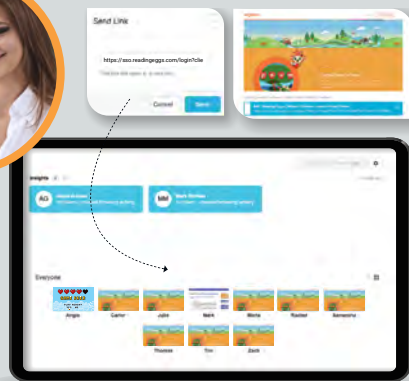
With **Lightspeed Mobile Device Management™**, tech professionals can remotely deploy any application and set policies for all device features for every student and staff device. Tech teams can track and recover any lost or stolen devices.



And if a student enters any self-harm or violent phrasing on their device, designated safety personnel receive immediate notifications from **Lightspeed Alert™**.

With the Lightspeed Systems Solutions Suite, there is only **one** ...

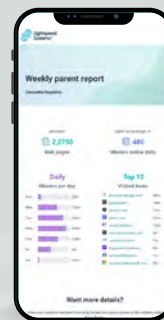
- ✓ Vendor
- ✓ Account Manager
- ✓ Invoice
- ✓ Contract
- ✓ Budget
- ✓ Implementation



After all online learning apps are installed from the **Lightspeed MDM™** system self-service library, teachers can push their selected apps and website URLs to all student devices simultaneously with **Lightspeed Classroom Management™**. When a student veers off task or needs help, teachers are given a real-time view of the student device screen to enable assistance and course correction.



+



As students experience online instruction controlled by **Lightspeed Classroom Management**, **Lightspeed Filter™** agents work behind the scenes to see and track exactly what the student is viewing, preventing students from accessing inappropriate content. Parents also receive weekly reports through the Parent Portal, giving them more autonomy over their child's screen time.



Lightspeed Filter™



Lightspeed blocked over 72 million visits to mature sites between July 1-Sept 9, 2020 alone.



In a recent study assessing e-safety compliance, Lightspeed Filter was the only solution to successfully block 100% of pornographic content. The other filters allowed up to 60% of harmful content through.

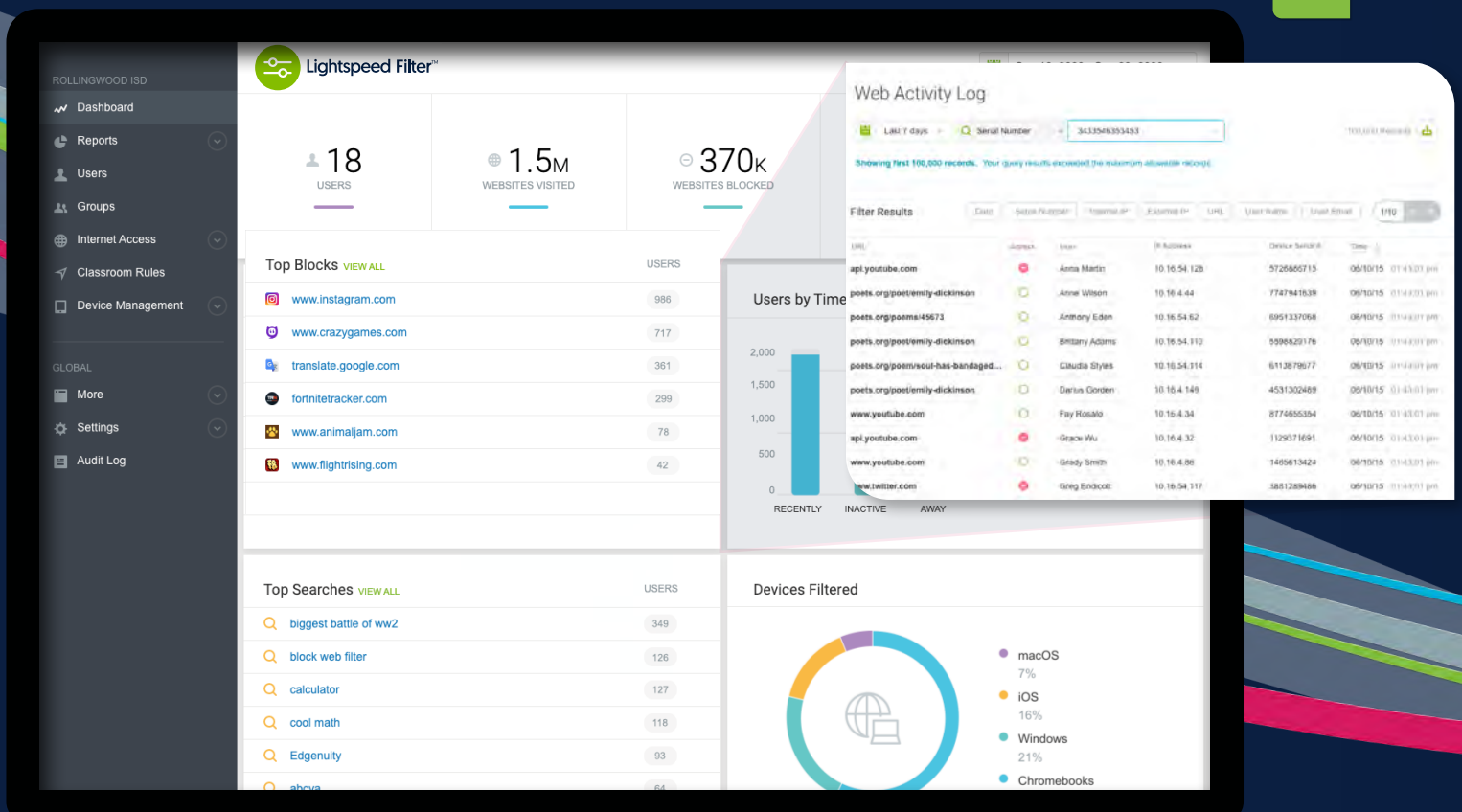
Protect students from harmful online content

Keep students safe from inappropriate or illicit online content 24/7. Lightspeed Filter™ is the best-in-class solution that acts as a solid barrier to harmful material to ensure students' online safety.

- **Powered by the most comprehensive database** in the industry built through 20 years of web indexing and machine learning.
- **Ensure e-safety compliance** with the only student online safety solution found to filter 100% of pornographic content out-of-the-box.
- **Use advanced AI technology** to block millions of inappropriate, harmful, and unknown sites, images, and video. Lightspeed Filter helps technology teams scale student safety with our cloud-based, device-level protections that work across all devices, operating systems, and learning environments.

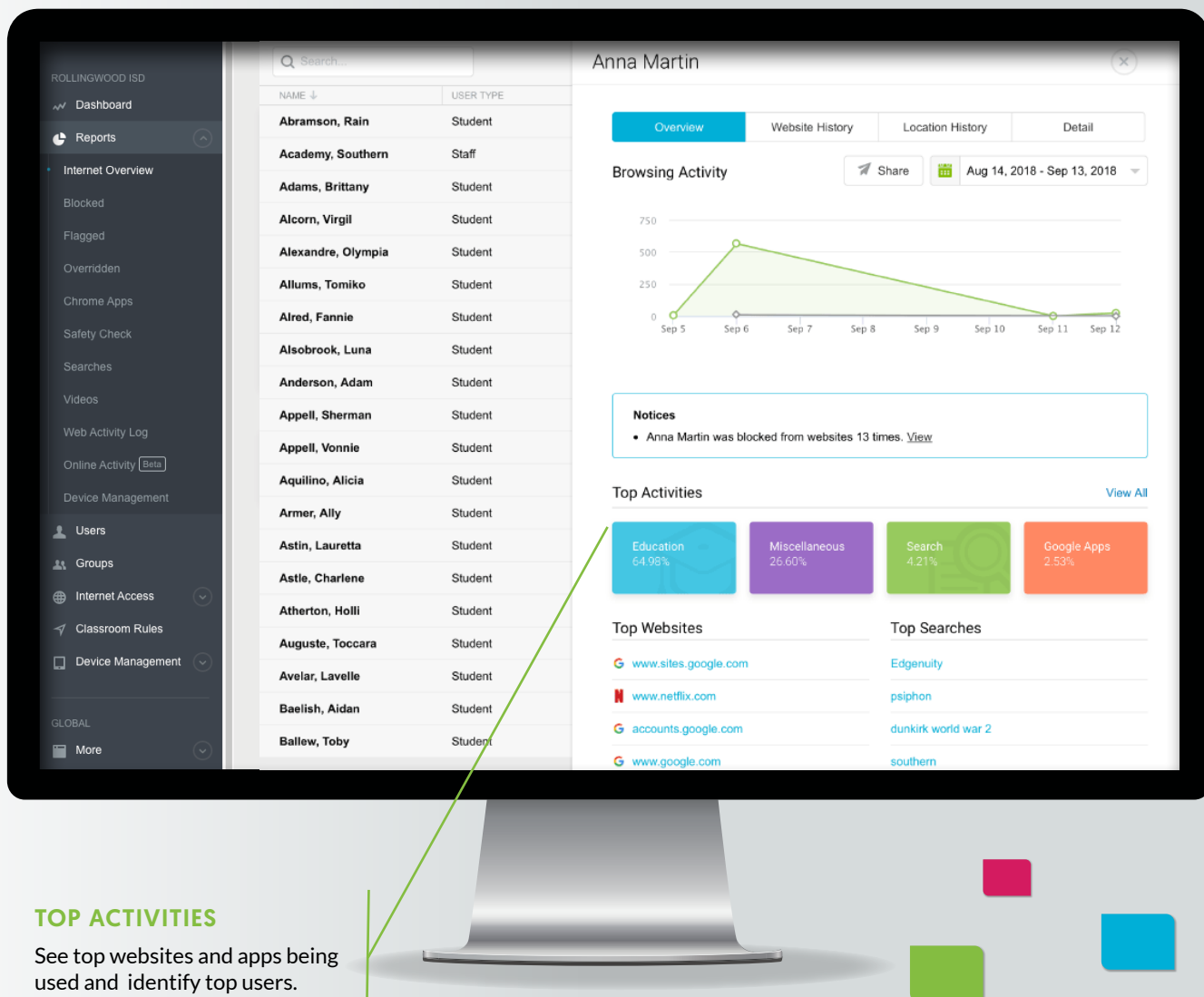
DASHBOARD

Have instant visibility of all student and staff content consumption to and from the Internet. Know your school's top blocked sites, top searches, and most and least successful users of online content.



INTERNET OVERVIEW

See all online traffic in the organisation. Enable users to drill down from the trust level, to the school level, to a specific classroom, to a select group of students, or to an individual student.



TOP ACTIVITIES

See top websites and apps being used and identify top users.

COMPREHENSIVE ONLINE ACTIVITY REPORT

The Lightspeed Filter Comprehensive Online Activity Report provides all the data schools and educators need to make smart decisions and operate a remote or hybrid educational model effectively. See individual device activity by time of day, inactive students, highest and lowest educational content consumption, and more for data-driven decisions.



“

If any school would ask me about a filtering solution I'd recommend Lightspeed Filter wholeheartedly. It gives you the same level of filtering on-site and remotely; it's been really easy to set up and configure and it just works.

- Dave Munro, Senior Technology Specialist, United Learning Trust

”

Lightspeed
Filter™

Protect Students With the Power of AI

Education technology exists in a dynamic, constantly changing landscape. At Lightspeed Systems®, our more than 20 years' experience in ed-tech enables us to meet new challenges whenever they arise. This agility was the catalyst for developing and patenting Lightspeed Filter™, Smart Agents™ and Smart Play™.

SMART AGENTS

Our exclusive Smart Agents filter at the device level, which means that student and staff online usage is 100% filtered on or off the school network, on every device, app, or browser, ensuring complete e-safety compliance.

Our patented device-level filtration creates more comprehensive cross-device security compared to the web crawlers deployed by competing solutions, and **allows for visibility into all online activity**, from web searches to activity in Google docs to web-based email.

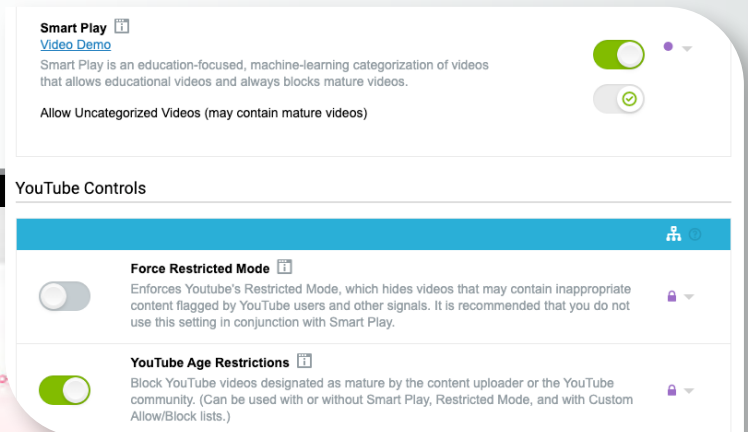
Smart Agents operate on **every OS** and provide SSL decryption without the need to configure proxies, PACs, or trust certificates, putting the **power of a filter inside each device**.

SMART PLAY

An additional component of our Smart Solutions is our **proprietary Smart Play, a YouTube-specific filter** that effectively removes or blocks the inappropriate portions of YouTube, opening it as a safe and reliable resource for remote learning and instruction.

Smart Play uses our **advanced AI database** to categorise videos, so you can turn on educational videos in a click and immediately block inappropriate and distracting content.

Smart Play also **filters video thumbnails and comment sections**, making it the single most comprehensive YouTube filter available.



YouTube Controls

Force Restricted Mode



Enforces Youtube's Restricted Mode, which hides videos that may contain inappropriate content flagged by YouTube users and other signals. It is recommended that you do not use this setting in conjunction with Smart Play.

YouTube Age Restrictions



Block YouTube videos designated as mature by the content uploader or the YouTube community. (Can be used with or without Smart Play, Restricted Mode, and with Custom Allow/Block lists.)

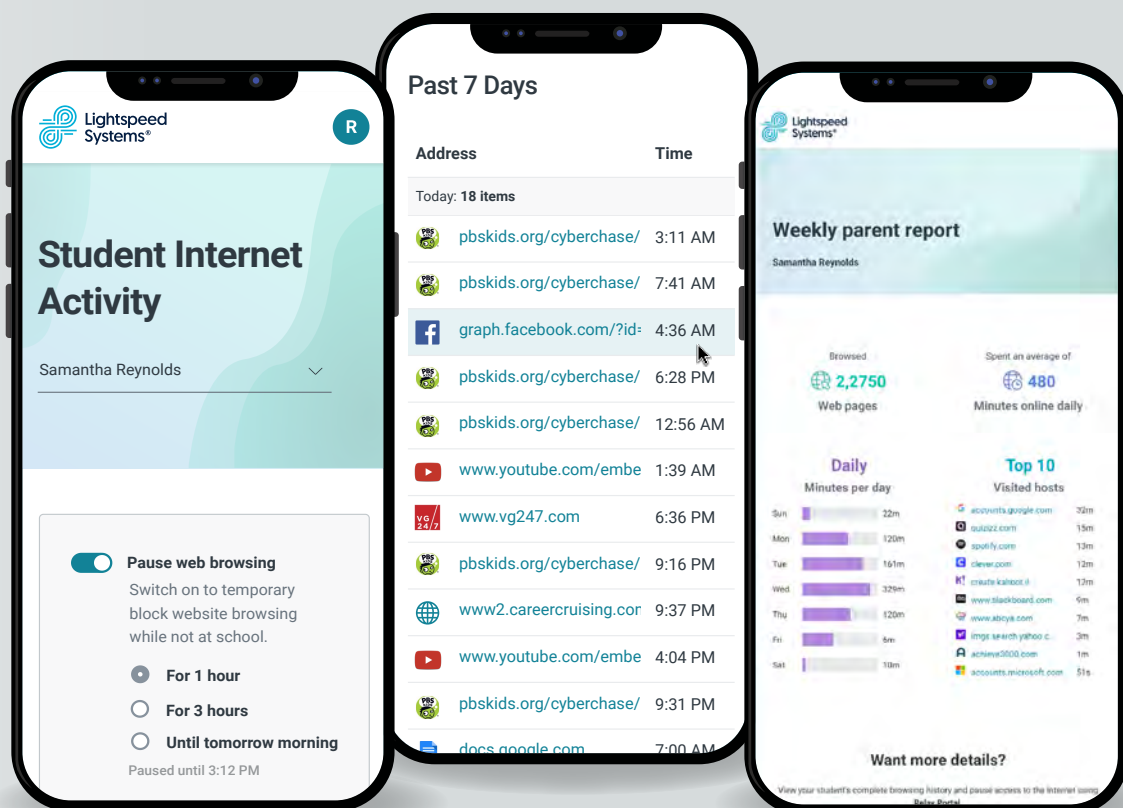


Lightspeed Parent Portal™

Empower parents with student activity insights

Whether parents are assisting teachers with remote lessons, serving as tech support for their children, or making sure that devices are being used appropriately, their involvement is more important than ever. Lightspeed Parent Portal gives parents greater visibility into their children's internet usage on school-issued devices at home.

- Issue a **weekly parent report** showing number of browsed web pages, student time spent daily online, and sites most commonly visited.
- **Give parents autonomy** over student screen time and usage to prevent time-wasting.
- Allow parents to **pause web browsing** for 1 hour, three hours, or overnight.





Lightspeed
Alert™



The number of teenage suicides in England and Wales increased by 67% since 2010

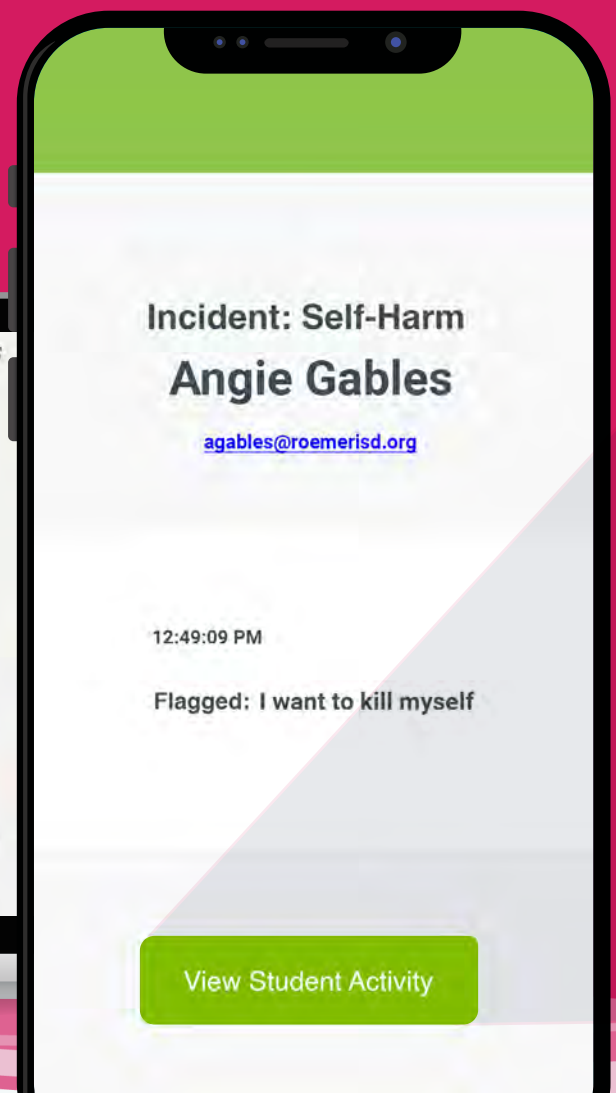
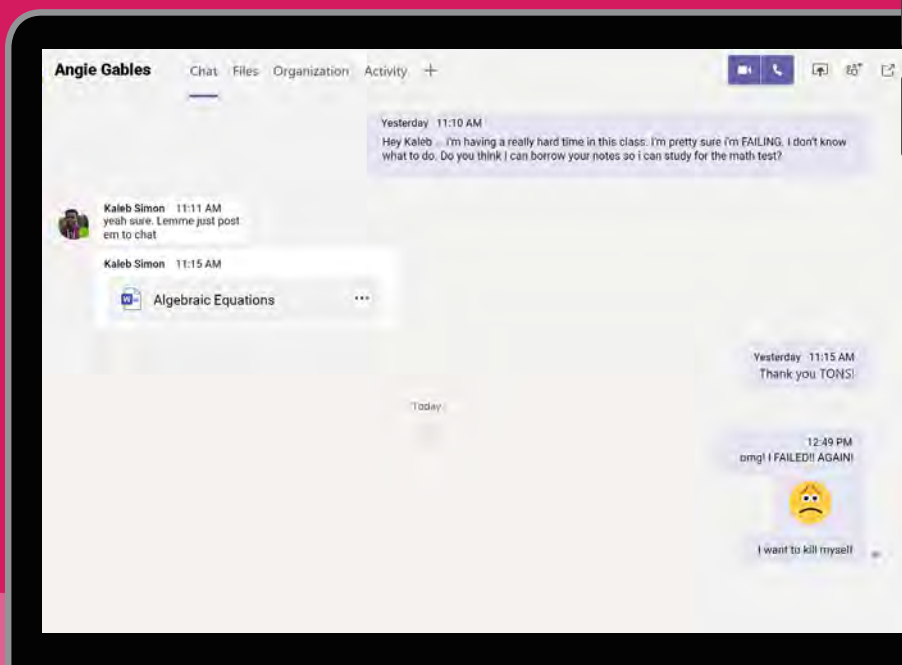
Prevent suicides, cyberbullying, and school violence

Lightspeed Alert™ supports school administrators and selected personnel with advanced AI to detect and report potential threats before it's too late.

- Prevent suicide, cyberbullying, self-harm, and school violence with real-time alerts that flag signs of a potential threat.
- Intervene quickly before an incident occurs.
- Gain insight into students' mental wellness with activity logs providing visibility into online activity before and after a flagged event.

INSTANT NOTIFICATIONS

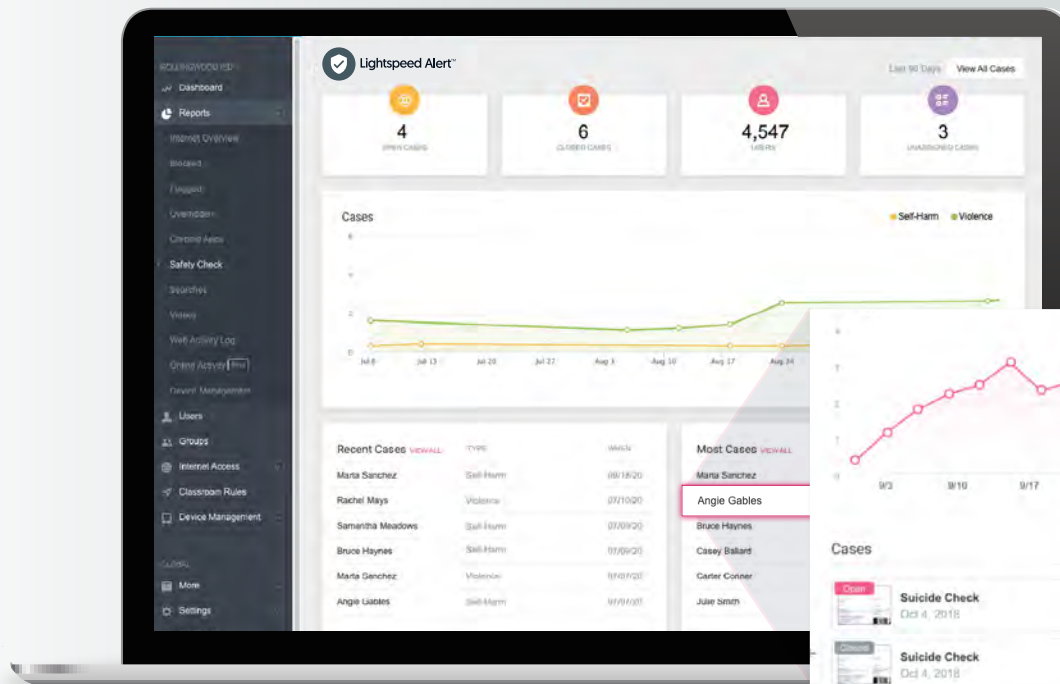
When a student types any self-harm or violent phrasing on their school-issued device, designated staff members are instantly notified with date-stamped information for effective response and intervention.





Lightspeed Alert uses patented, advanced AI to monitor, interpret, and flag warning signs in emails, Google Docs, social media posts, web searches, Microsoft® Teams and Meetings chat—nearly everywhere students are interacting online.

Lightspeed
Alert™



DASHBOARD

Lightspeed Alert dashboard provides safety trend reports and user reports as well as real-time alerts.



UNDERSTAND THE RISKS

With Lightspeed Alert, gain insight into students' mental wellness. Activity logs provide visibility into online activity before and after a flagged event for effective response and intervention.

The profile for 'Angie Gables' shows the following details:

- Safety Check:** 1 of 1 (VIEW ALL)
- Open Self-Harm:** Assigned to: South HS Safety Officer. Mark Closed.
- Activity Log:**
 - how to kill myself - Google Search (https://www.google.com/search, 12:49 pm)
 - how to kill myself (Microsoft Teams Chat, 12:49 pm)

The Teams chat snippet shows a message from 'Angie Gables' at 12:40 PM: 'omg I FEEL BETT AGAIN' with a sad face emoji and a link to 'I want to kill myself'.

CASE MANAGEMENT & LOGS

Keep audit logs of interventions and follow-up.

The 'Close Safety Check Case' dialog box includes the following options:

- Select a reason:**
 - ☒ The case was resolved. This case was worth investigation. Continue to alert me with instances similar to this.
 - ☐ The case was a false positive. This case was NOT worth investigation. Do not alert me with instances similar to this.
 - ☐ Other. Either choice above is not applicable.
- Case note:** Initial conversation with Angie Gables revealed that she is struggling at home. Angie and I will meet weekly on an on-going basis.

The 'Self-Harm' case log (Nov 5, 2021) shows the following details:

- NT Michael Gmali Trang**
- Resolved**
- Case note:** Initial conversation with Angie Gables revealed that she is struggling at home. Angie and I will meet weekly on an on-going basis.



Lightspeed Mobile Device Management™

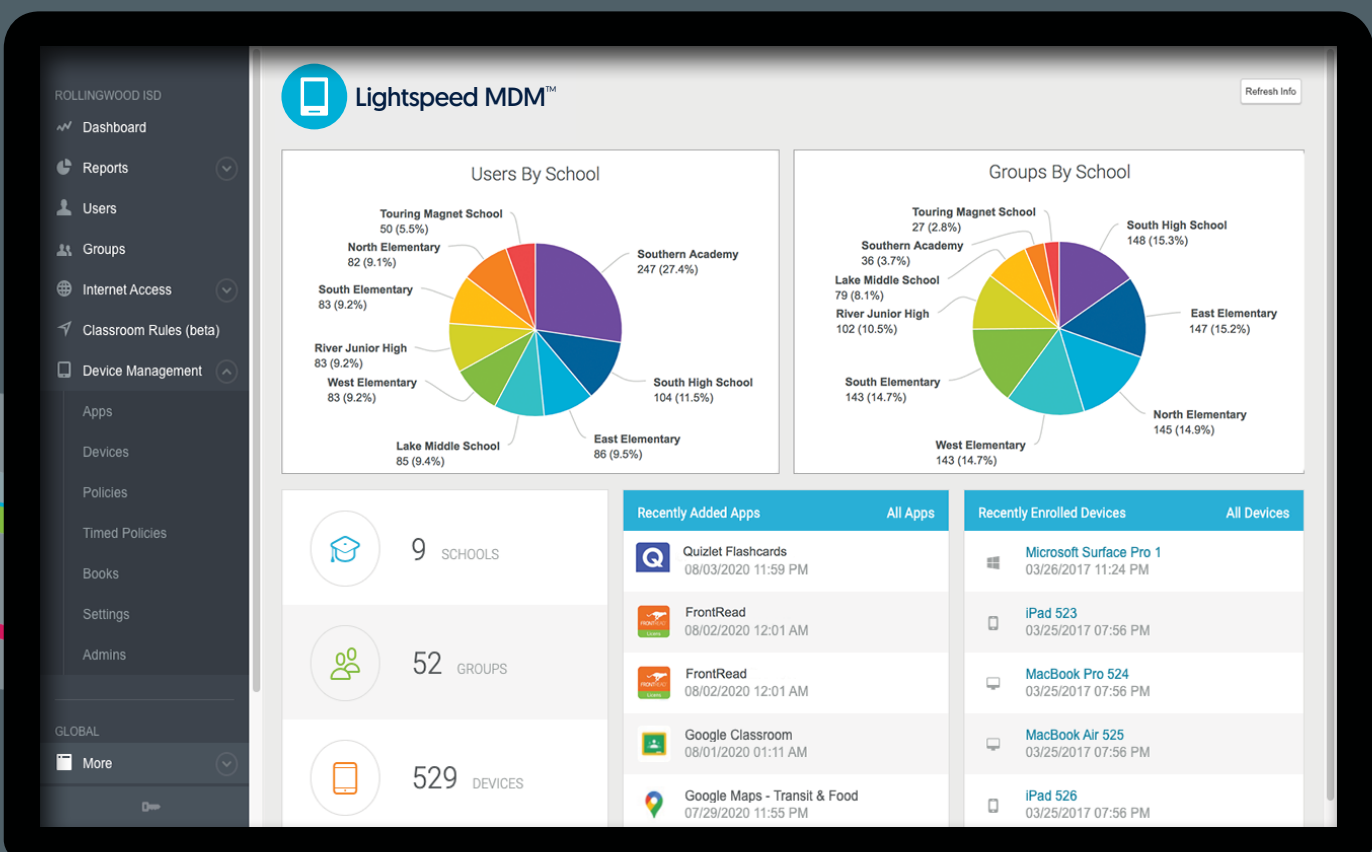
Scalable & efficient learning device management

With thousands of mobile learning devices coming online to support remote and hybrid instruction, IT teams are having to grapple with the challenge of managing all these devices remotely. The Lightspeed Mobile Device Management™ system ensures safe and secure management of student learning resources with real-time visibility and reporting essential for effective distance learning.

- Equip school IT leaders with a **centralised, cloud-based solution** for infinitely scalable device, application, and policy controls.
- Lessen the workload on the IT team with the **Self-Service App Library**, where teachers and students can access and install approved curriculum and learning tools.
- **Remotely deploy, change, and revoke hundreds of policies and educational applications** without handling any devices, while reducing typical downtime and costs.

CENTRALISED DASHBOARDS

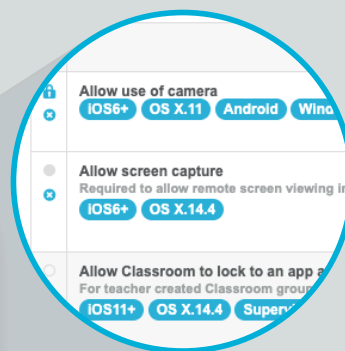
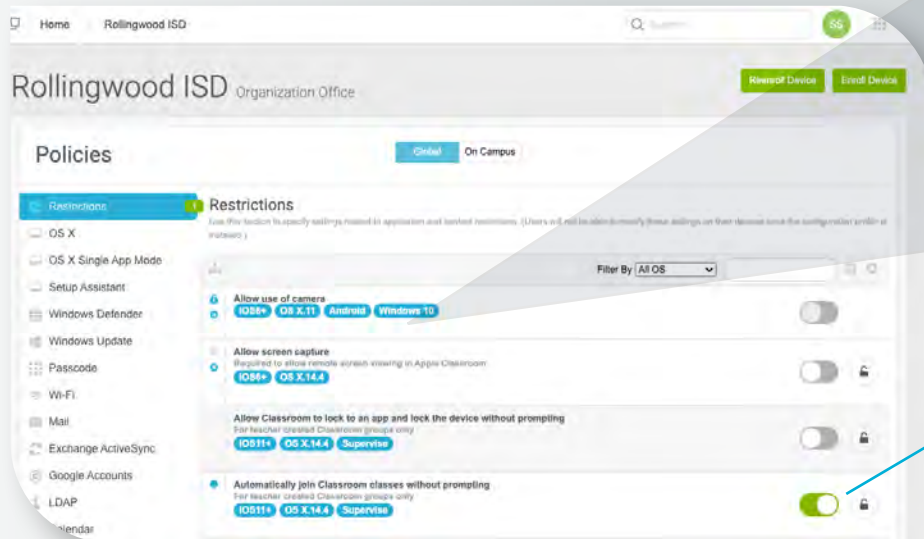
Issue, track, manage, and monitor every mobile device from a single set of dashboards at a single central location.



Lightspeed MDM enables straightforward centralised IT control for any school's entire fleet of mobile devices.



Lightspeed
MDM™

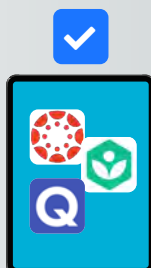


SET POLICIES

Set policy allowances and restrictions across all devices or a single device.

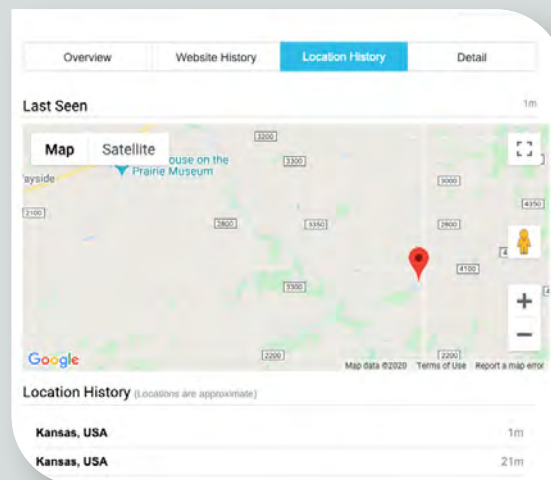
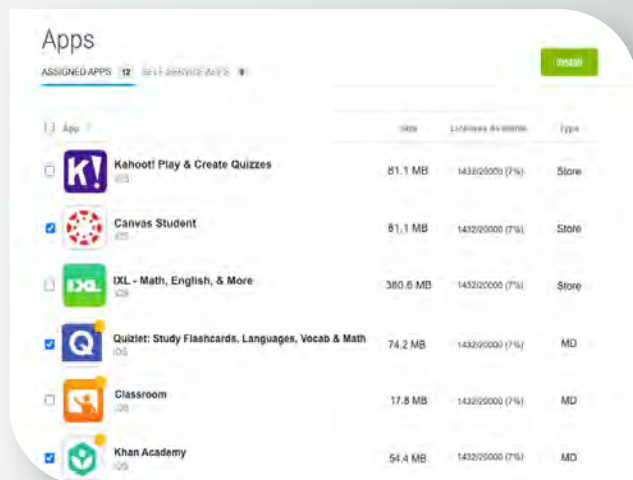
REMOTE INSTALLATIONS

Quickly and easily install any app across any and all school-issued devices with the press of a button.



RECOVER LOST DEVICES

Track, locate, wipe, and recover any lost or stolen school-issued device remotely.



“

Lightspeed Mobile Device Management allows us to get granular where we need to with individual control, to apply settings to a large number of students, or whole year group.”

- **Greg Hughes**, Assistant Principal – Learning Technologies & Curriculum, The de Ferrers Academy

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Lightspeed
Analytics™



~67% of all school purchased licenses go unused.

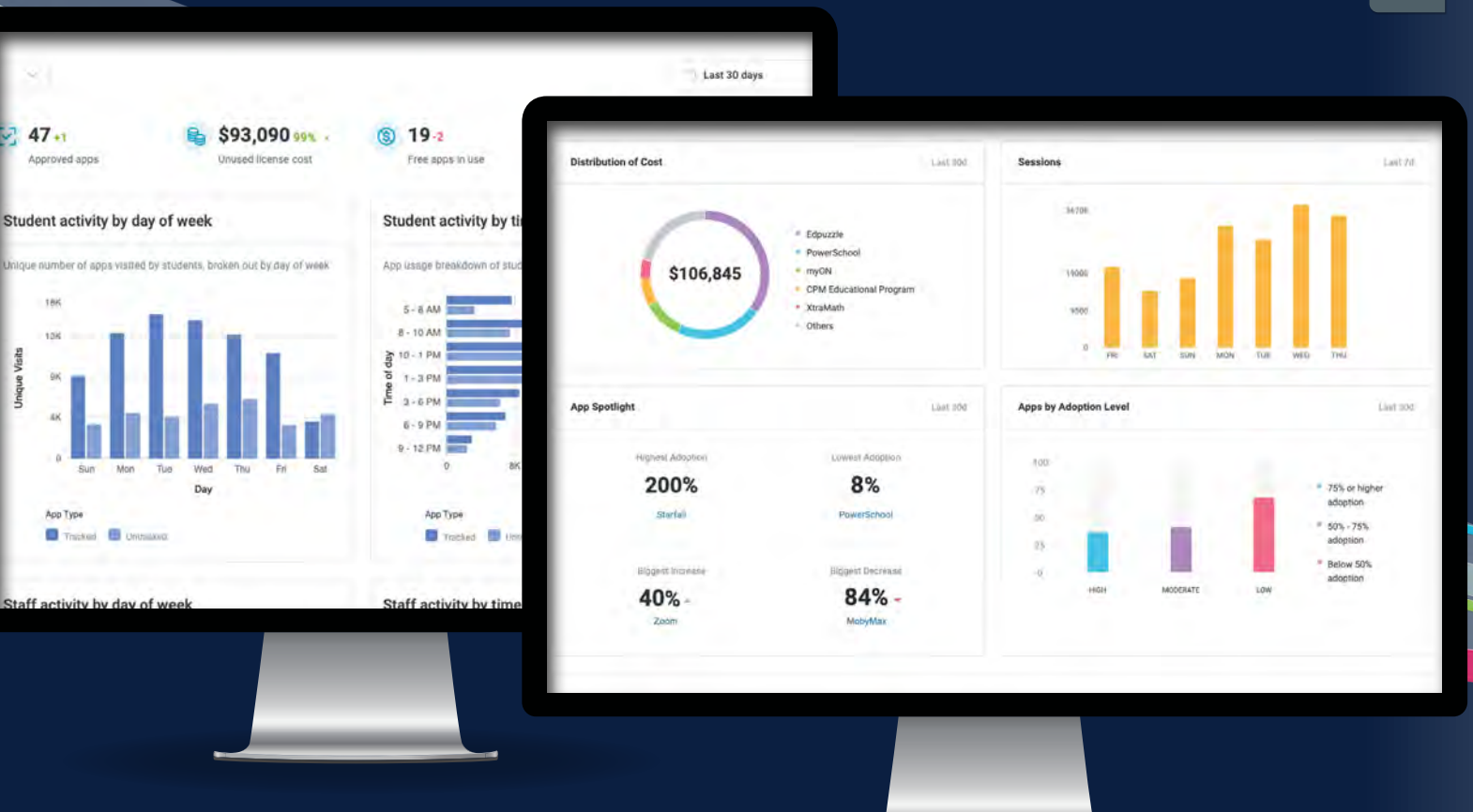
Complete visibility into students' online learning

Keep track of the software you've invested in and how it's being used. Lightspeed Analytics™ is built to give schools and trusts robust data on the effectiveness of any tools they implement so they can take a strategic approach to their technology stack and streamline reporting.

- **Track education technology adoption and usage trends**, eliminate redundancy, and drive ROI in apps and digital content purchases.
- **Monitor app and content consumption** to facilitate early adoption and effective utilisation.
- **Assess risk and compliance** with visibility into app and content provider student data privacy and security compliance.

CUSTOMISABLE DATA SETS

Access usage and adoption trend reports to monitor app and digital content consumption and ensure student engagement across the district, by school, grade, classroom, and student levels.





Lightspeed Analytics can detect all online apps and programmes being used on all school-issued devices to help eliminate wasted budget from unused licenses. Lightspeed Analytics gives school administration exactly the right data to inform ROI, the ability to track licenses, charts to compare similar applications on usage, and reporting tools that identify redundant and underutilised apps.

DRIVE APP ADOPTION

Pinpoint groups or users with low adoptions of key resources to target training and professional development.

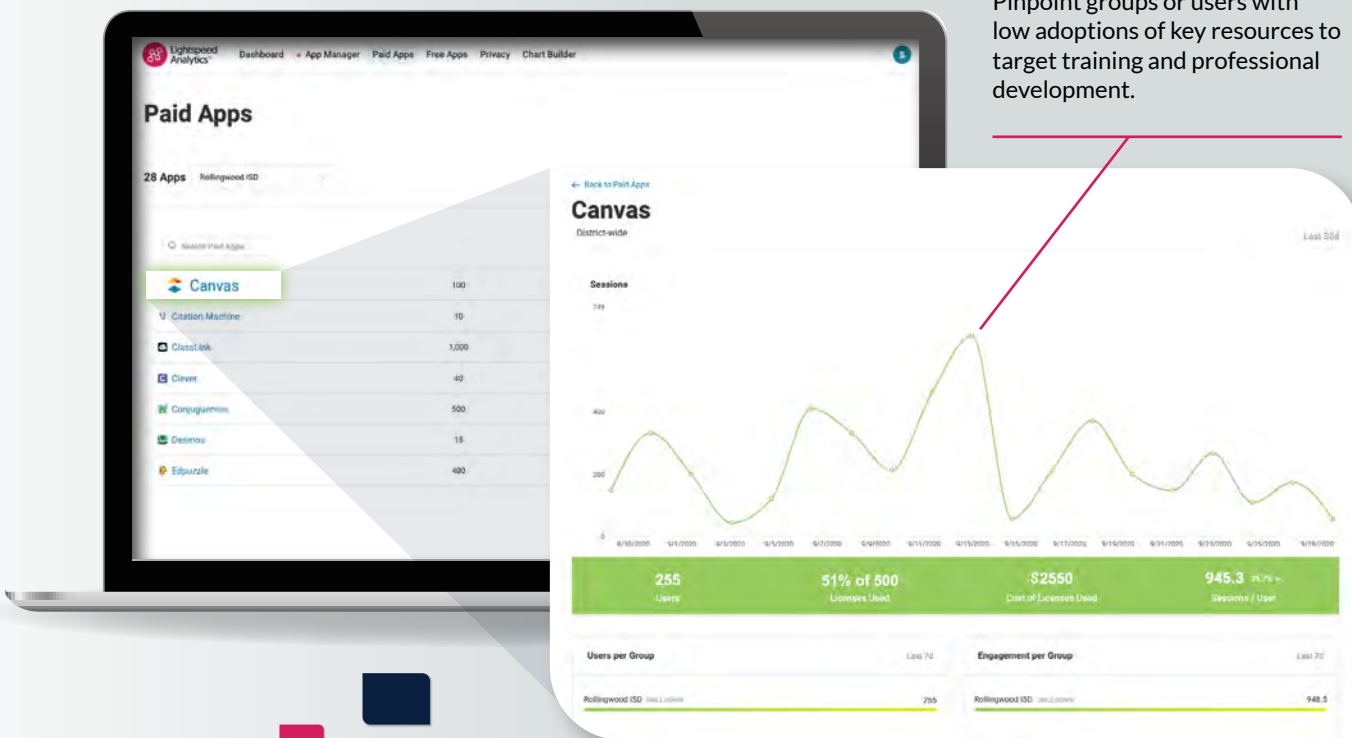
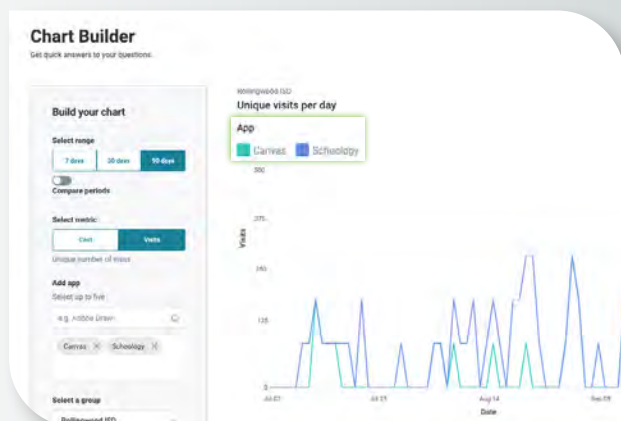


CHART BUILDER

Compare similar applications on usage and cost to inform ROI and identify areas for cost savings.



MAINTAIN DATA PRIVACY COMPLIANCE

Spot out-of-compliance or rogue applications and view their privacy and data security details.

The 'Data Privacy' table lists 35 apps and their compliance status across three categories: Data Retention, Information Usage, and Privacy Policy. A callout highlights the 'Canvas' app, which shows a red exclamation mark in the 'Data Retention' column and a green checkmark in the 'Information Usage' and 'Privacy Policy' columns.

Name	Certifications/Pledges	Data Retention	Information Usage	Privacy Policy
Achieve3000				
Biography		?	✓	✓
Blackboard	KeepSafe (COPPA)	?	?	!
BrandIQ	Student Privacy Pledge			
Canvas	Privacy Shield Student Privacy Pledge	!	✓	✓
Cision Machine				
ClassLink	Student Privacy Pledge Privacy Shield	✓	✓	✓
Clever	Student Privacy Pledge	✓	✓	✓

Lightspeed Analytics has also been valuable for us to collect daily statistics on how students are engaging with our remote learning and evaluate ROI on the digital learning resources we are investing in.

- Anthony Padrnos, Director of Technology, Osseo Area Schools



Lightspeed Classroom Management™

Reimagine the inspired and interactive classroom for remote learning

I am impressed with this monitoring tool, which has decreased my frustration with students wondering off to other sites and wasting time not focused on the lesson. I like that I can monitor my students' computer activities, record, and use as evidence. Students know they are being monitored, so they are more engaged and on task.

- George Vega, Teacher, Tulare Joint Union High School

With Lightspeed Classroom Management™, teachers can keep their students logged in, participating, and focused whether in-person or at a distance. Advanced AI technology gives teachers real-time visibility and control of their students' digital workspaces and online activity.

- Ensure **all students interact with only the right online curriculum** — precisely when they're supposed to use it.
- **Push out vetted curriculum** links to all students at the same time.
- **Block inappropriate** or distracting web sites and apps.
- Help teachers **maintain the necessary level of instructional control**.

KEEP STUDENTS FOCUSED

Follow up on real-time alerts of unusual activity by viewing a student's screen, open tabs, and browsing history. Need more documentation? It's as easy as clicking "record" to capture a student's activity.

Angie Gables

Open Tabs 11 | Browsing History | Recordings | Send Message

GAME OVER

PLAY AGAIN?

Record for 10 minutes

REC

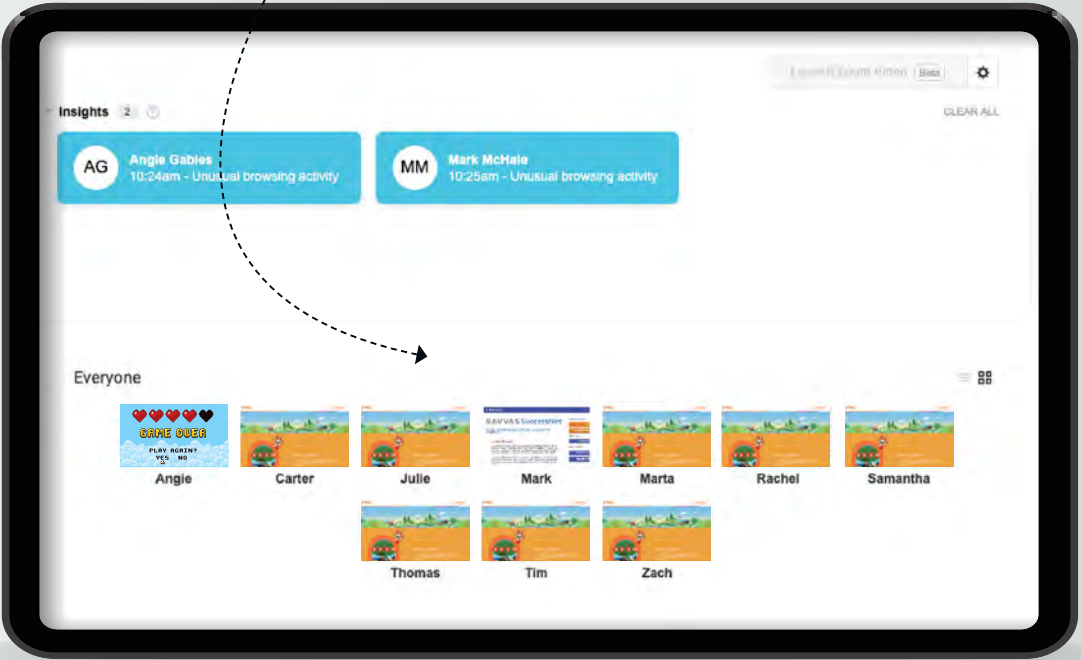
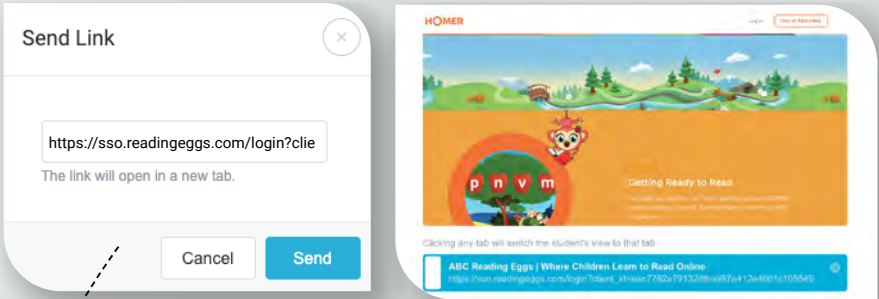
Clicking any tab will switch the student's view to that tab



Lightspeed Classroom Management dashboards let teachers monitor and control student online activity in both in-person and remote instructional environments. Block commonly distracting web pages and limit access to only the sites that support the lesson with just two clicks.

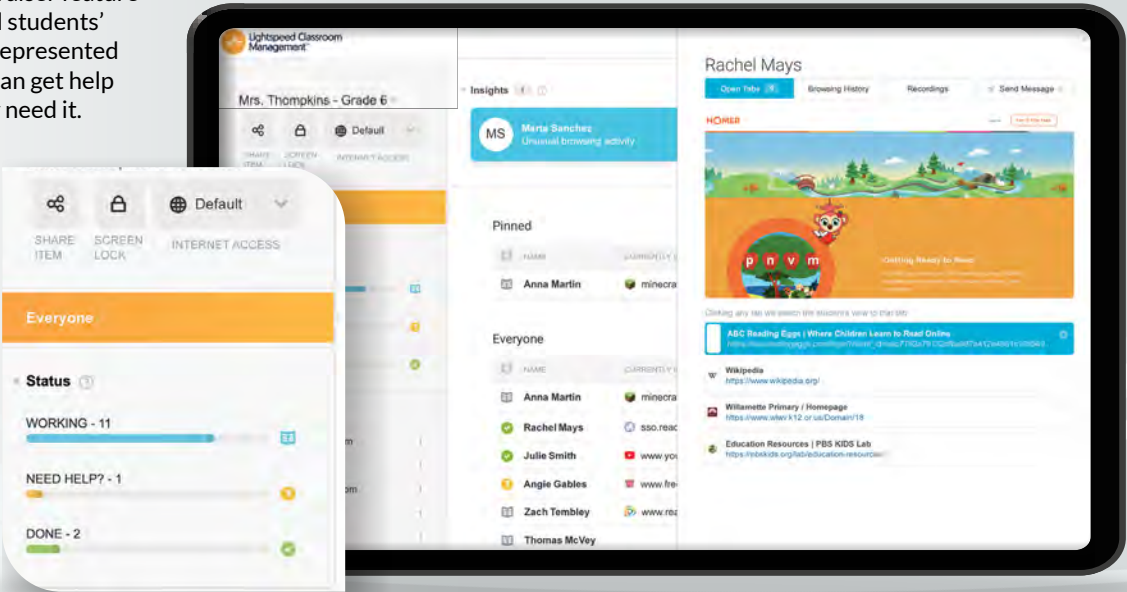
SAVE VALUABLE INSTRUCTION TIME

Instead of sharing your screen and having kids copy URLs into their browsers, simply send links directly to all student devices and literally get everyone on the same page simultaneously.



PROVIDE ASSISTANCE REMOTELY

The hand-raiser feature ensures all students' ideas are represented and each can get help when they need it.



Safety **IN** NUMBERS



Trusted by more than **28,000 schools** world-wide

20M
STUDENTS

11M
DEVICES

38
COUNTRIES

”
Lightspeed Systems® has allowed me to better protect my users and network from questionable content on the web. Everything about this software is wonderful. Ease of use, data collection, reporting, etc. I have used several types of filtering software in my career and this is the best by far. Being able to drill down from a user or from a site is simplistic and insightful.

- **Thomas Driver**, Technology Coordinator, Port Aransas Independent School District

“

Lightspeed Systems is #1 for a reason



When it came to the ease of deployment of the Lightspeed Filter on Chrome devices, and how easy it was to manage, it was the right solution.

- Dave Munro, Senior Technology Specialist, United Learning Trust



United Learning Trust, UK, 92 Schools

- We wanted to find a solution which would have low impact on the IT teams on-site
- It's been really easy to set up and configure and it just works
- Even though we have the separate schools tiered, it's all controlled centrally



Lightspeed has been an asset to our district from day one. It has alerted us to issues we didn't know our students had, and has made a difference.

- Nicole Allien, Instructional Technologist, Caddo Parish Public Schools



Caddo Parish Public Schools, Louisiana, 38,000 Students

- Implementation of Alert showed immediate improvement in student behavior
- Alert has prevented **numerous suicides**
- Lightspeed Alert is essential for remote learning when students are isolated from their friends and classmates
- Since the start of COVID, Caddo Parish staff received **25% more notifications** from Lightspeed Alert
- Lightspeed Alert screenshots gave admins a **15-20 minute head-start** toward intervention



The data and analytics that Lightspeed provides has been invaluable.

- Anthony Padrnos, Director of Technology, Osseo Public Schools



Osseo Area Schools, Minnesota, 20,641 Students

- Osseo Area Schools **saved thousands of dollars** in unused licenses with Analytics
- Analytics reports have been instrumental in putting together professional development agendas
- Analytics gives insights and awareness into what applications are being used

Read our case studies at

<https://www.lightspeedsystems.com/resources/case-studies>

The Customer's Perspective

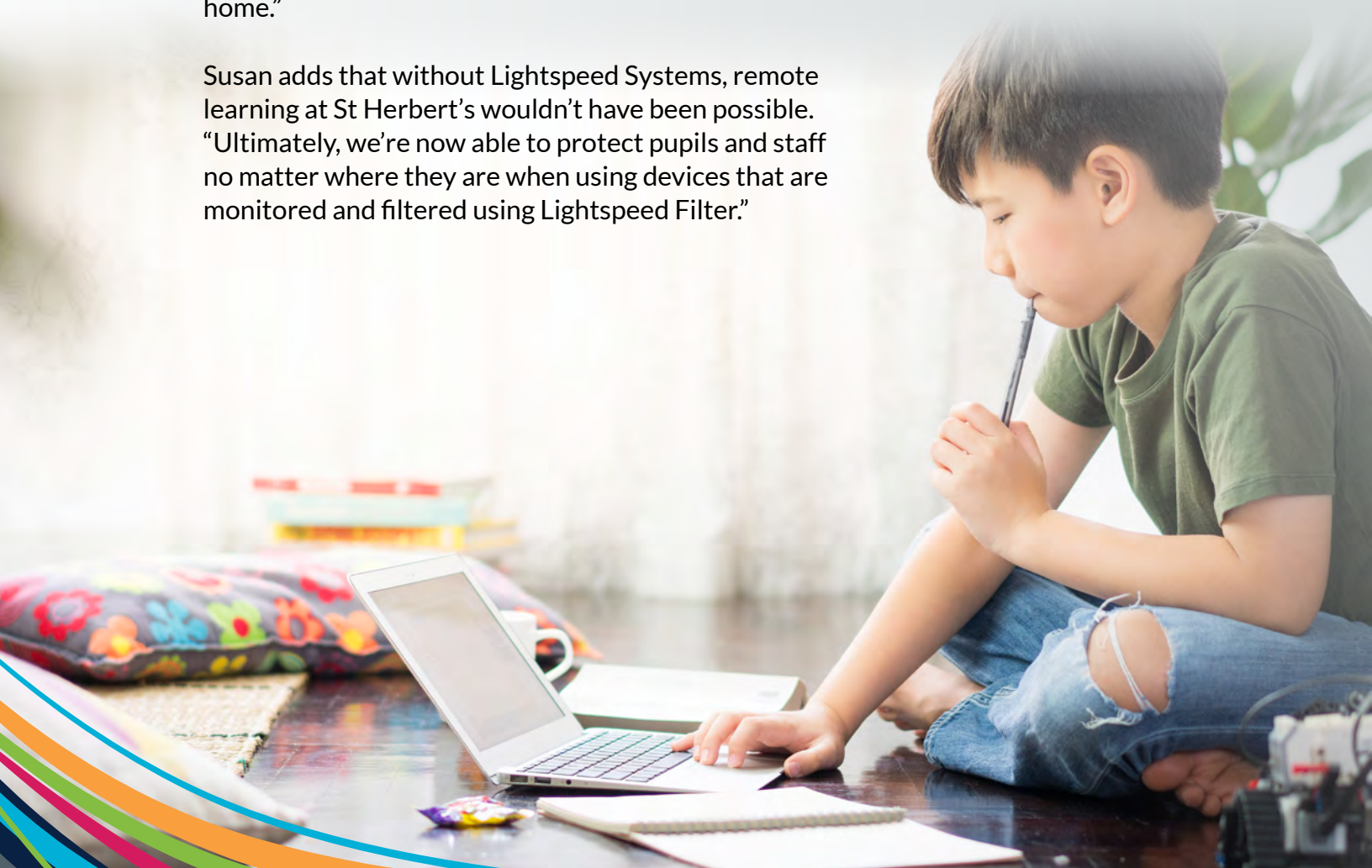
St Herbert's and Lightspeed Systems® partner to ensure online safety in a crisis

St Herbert's RC Primary School in Oldham wanted to give their students the best opportunities for learning with digital technology, many students began using school-owned iPad to enhance their learning. Susan Milligan is the Headteacher at the school and wanted to ensure that all devices were safe when being used in class or for remote learning. "One of the challenges with our previous filtering system was the lack of monitoring in place" says Susan. "Lightspeed Filter allows us to monitor activity at all times and this is particularly important in light of recent circumstances,"

After already successfully using Lightspeed MDM to control their devices apps and features, they decided to try Lightspeed Filter. They soon discovered that with Lightspeed's Filter they could easily report on all device activity and customise policies based on time and location, giving students the right level of protection away from school.

"Lightspeed has provided us with the ability to monitor at such a level that we've confidently been able to loan devices out to families for supporting with learning at home."

Susan adds that without Lightspeed Systems, remote learning at St Herbert's wouldn't have been possible. "Ultimately, we're now able to protect pupils and staff no matter where they are when using devices that are monitored and filtered using Lightspeed Filter."



What our customers are saying

“

Using Lightspeed Alert™ if a student searches something that is concerning related to self-harm, then we get flagged centrally and we report that down to the DSL in the school and can forward all the details.

- **Dave Munro**, Senior Technology Specialist,
United Learning Trust

With Lightspeed Systems, I have been able to get my teachers invested into using Chromebooks in the classroom and feeling more comfortable with what students are capable of accessing in class. With Lightspeed Classroom Management™, they now feel in control of their classrooms again with technology becoming a key component in education.

- **Corey Howard**, Technology Systems Specialist,
Greenbrier County School District

If you can put a number above 100% valuable, then that's how valuable it is. The time saved when using this feature versus what I used to do is critical in saving a life. Lightspeed Alert screenshots the information for me, and I know immediately what I need to do. I have a 15-20 minute head-start which is time saved when potentially saving a life.

- **Nicole Allien**, Instructional Technologist,
Caddo Parish Public Schools,

For anybody who hasn't seen Lightspeed before it's important that they view it in terms of a whole package of different solutions that integrate well together and that they are very much orientated at the education market.

- **John Devlin**, ICT/SEN & E-safety Consultant,
Northumberland County Council

Lightspeed Analytics™ allows us to pull statistics and data on usage of digital tools: Are students able to engage with the platforms we've laid out? Are teachers providing the rich learning resources in the digital learning environment?

- **Anthony Padrnos**, Director of Technology,
Osseo Area Schools

Lightspeed Mobile Device Management™ allows us to get granular where we need to with individual control, to apply settings to a large number of students, or whole year groups.

- **Greg Hughes**, Assistant Principal – Learning
Technologies & Curriculum, The de Ferrers Academy

Support has always been the strongest part of Lightspeed and their support on each product has always been top notch.

- **Paul Hancock**, Technology Director,
Lanesville Community Schools

Lightspeed Analytics™ allows us to pull statistics and data on usage of digital tools: Are students able to engage with the platforms we've laid out? Are teachers providing the rich learning resources in the digital learning environment?

- **Anthony Padrnos**, Director of Technology,
Osseo Area Schools

“Ultimately, we're now able to protect pupils and staff no matter where they are when using devices that are monitored and filtered using Lightspeed Filter.”

- **Susan Milligan**, Headteacher,
St Herbert's Primary School

Lightspeed Alert has allowed us to be proactive with supporting students' emotional needs without being intrusive to their work.

- **Joe Kuzo**, Director of Technology, Quakertown
Community School District

Lightspeed Mobile Device Management is geared around education in the way that it has so many policies and restrictions in place that you can quickly and easily deploy. We also appreciate the relationship Lightspeed has with Apple and the integration with their products.

- **Ross Weeks**, ICT Manager,
Hove Park School

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Product Implementation & Best Practices

Setting you up for success

Online educational effectiveness and safety requires a precise blend of expertise and innovation. That's why Lightspeed Systems® will help you with the best practices and protocols and guide you through implementation from beginning to end. Unlike some providers who install a system, perform some checks, and then vanish, Lightspeed Systems will work with you to understand your specific online delivery needs and security requirements.

We individually tailor our onboarding process to make implementation a breeze. Whether via live training sessions or a comprehensive self-paced course, we'll set your tech staff up for success quickly and easily. For unexpected issues not covered by the courses, our Senior Sales Engineers and world-class support team are standing by to troubleshoot, ready to evaluate and resolve any problems. We stay with you beyond installation so you thoroughly understand every product and feature and achieve success on your terms.

Here is the complete list of our implementation resources:

- Expert-led live video trainings.
- Comprehensive self-paced courses.
- One-on-one troubleshooting with Senior Sales Engineers.
- Access to our *World-class* support team.
- One-stop-shop customer portal with documentation for every possible problem.

Our implementation program is comprehensive, flexible, and thorough. By the time we finish, each of your team members will have a complete understanding of the system and be prepared if any questions should arise. At Lightspeed Systems, our client schools define our success, and we're with you every step of the way.



Technical Support

We're always available to assist you

Lightspeed Systems is renowned for our word-class support. Our team of dedicated specialists are here to help resolve any problem you may encounter with your Lightspeed solution effortlessly and efficiently. We've refined our support system over the years to keep it up to date with the ever-changing world of education technology, making our team the most advanced support system in the industry.

ISSUE RESOLUTION

When our technical support team receives a chat query, we're proud to say that our average response time is less than 30 seconds. Our average issue resolution time is less than 48 hours. Our team is available to assist you via chat, email, phone, or remote assistance, and we'll help you get the most from your Lightspeed solution.

Inquiries are received, diagnosed, and resolved with a Customer Satisfaction (CSAT) score of 95%. This means that effective online educational delivery never falters and students and staff remain connected—safely—at all times. Student safety is a team effort, so we will do whatever it takes to make sure your students stay protected online.

Europe: +44 (0) 1277 240 640
United States: 1-877-447-6244
Asia Pacific: +61 2 8310 8686
www.lightspeedsystems.com/contact-us

24/7 knowledge base access
24/7 help bot access
Live phone chat M-F 8am-12am
GMT



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What I really appreciate is that Lightspeed is very responsive to our needs. We'll put in requests sometimes at 6, 7 a.m., and someone always gets back to us within the hour. There's always somebody there to support us.

- Brian Zimmer, Director of Educational Technology and Information, Webster Central School District

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System Specifications

Lightspeed Systems® technical details

SUPPORTED OPERATING SYSTEMS AND BROWSERS

The Lightspeed Systems platform works with the following operating systems and browsers:

- Chrome® OS
- Android® OS
- Mac OS®
- Apple® iOS®
- Microsoft® Edge®
- Microsoft® Internet Explorer®
- Google® Chrome®
- Mozilla® Firefox®
- Microsoft® Windows®

DIRECTORY INTEGRATION AND SYNC

Multi-OS directory integration. Lightspeed integrates with Google®, Google® Classroom®, Active Directory®, Microsoft® Azure® AD, and all student information systems.



Google Classroom



Active Directory



Azure Active Directory

CLOUD STORAGE AND DATA PROTECTION

All of our solutions are hosted in the secure AWS® cloud, giving us a 99.9% uptime, creating the safest environment available for student data. Taking our commitment to data privacy and security a step further, we're early signers of the Student Privacy Pledge, are completely GDPR compliant, and have achieved the AWS Education Competency Status, an accolade given only to solutions that align with the AWS architectural best practices. For more information about our data privacy and security practices, visit our Trust page at: www.lightspeedsystems.com/about/trust.



LANGUAGES AVAILABLE

Lightspeed Systems products support 13 languages.

- British English
- American English
- Danish
- French
- German
- Indonesian
- Italian
- Malay
- Portuguese (2)
- Simplified Chinese
- Spanish (2)

Stocking Up Your Technology Toolbox

Additional resources

At Lightspeed Systems, we continue to assist educators outside of customer care and tech support. Over the years, our team has written and built a complete stack of how-to guides, tools, and resources to help you succeed with any configuration, training, or implementation needs you may have. As a Lightspeed customer, you'll be a part of a global community of schools using the Lightspeed platform who have access to additional information and resources that can make your experience with the Lightspeed platform easier. We continually act as a hub for such information and resources, and we happily encourage you to take advantage of them.

THESE RESOURCES INCLUDE:

- Remote Learning Toolkit
- White Papers
- Tech Talks with Lightspeed Experts
- Customer Portal
- Webinars with School Leaders & Partners
- Implementation Webinars
- Platform Demo Webinars

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Lightspeed Systems has broken school barriers as a filter platform. We no longer have to depend on anything within the school to provide clean web and video filtering to our student devices. Our students use their school provided device at school every day and at home every evening.

- **Jamie Ramos**, IT Director, Carroll Consolidated School Corporation

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Available through


Lenovo



Lightspeed Systems®

 www.lightspeedsystems.com

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