



K-12 Solutions



Lightspeed
Systems®

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

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 recognized as the most effective insurer 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 and districts to tailor our solutions to the unique and ever-changing landscape of K-12 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 districts ensure that their technology is safe, well-managed, and optimally functional. Lightspeed Systems works with tens of thousands of schools to maximize 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 district 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 K-12. With schools and districts 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 CIPA 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

- Analyze adoption, pinpoint needs for more effective utilization, and eliminate redundancy.
- Inform ROI, track licenses, compare similar applications on usage, and identify redundant and underutilized 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

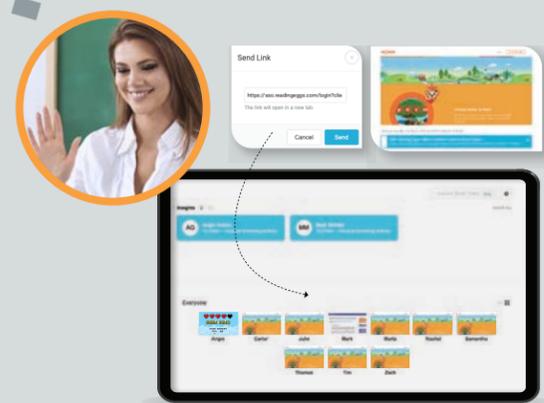
With Lightspeed Systems[®], everything your school or district needs to ensure the safest, most effective online learning experience possible is available in an integrated platform. Lightspeed Systems builds an ecosystem of integrated solutions that enable schools to more effectively and efficiently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

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

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



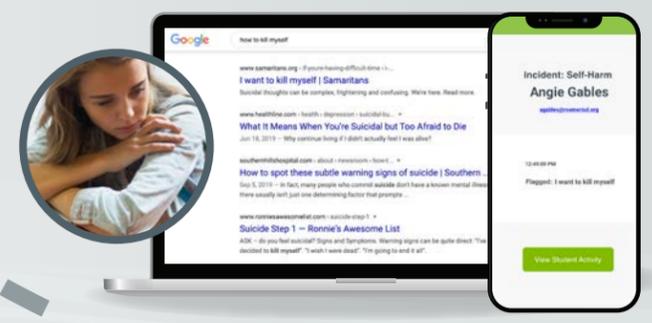
With **Lightspeed Mobile Device Management™**, tech professionals can remotely deploy any application and set policies for all device features for every student and staff device. Tech teams can track and recover any lost or stolen devices.



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.



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



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



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 blocked over 72 million visits to mature sites between July 1-Sept 9, 2020 alone.
- 💡 In a recent study assessing CIPA 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 CIPA 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 district's top blocked sites, top searches, and most and least successful users of online content.

The dashboard displays the following information:

- Summary Metrics:** 18 USERS, 1.5M WEBSITES VISITED, 370k WEBSITES BLOCKED.
- Top Blocks:**
 - www.instagram.com (986 users)
 - www.crazygames.com (717 users)
 - translate.google.com (361 users)
 - fortnitecracker.com (299 users)
 - www.animaljam.com (78 users)
 - www.flightrising.com (42 users)
- Top Searches:**
 - biggest battle of ww2 (349 users)
 - block web filter (126 users)
 - calculator (127 users)
 - cool math (116 users)
 - Edgenuity (93 users)
 - sheep (64 users)
- Web Activity Log:** Shows a table of activity with columns for URL, Address, User, IP Address, Device Serial #, and Time.
- Users by Time:** A bar chart showing activity levels categorized as RECENTLY, INACTIVE, and AWAY.
- Devices Filtered:** A donut chart showing the distribution of devices: macOS (7%), iOS (16%), Windows (21%), and Chromebooks.

INTERNET OVERVIEW

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

The interface shows a list of users and a detailed view for Anna Martin. The detailed view includes:

- User List:** A table with columns for NAME and USER TYPE, listing students like Abramson, Rain and staff like Academy, Southern.
- Overview for Anna Martin:**
 - Website History, Location History, and Detail tabs.
 - Browsing Activity line graph for the period Aug 14, 2018 - Sep 13, 2018.
 - Notices: Anna Martin was blocked from websites 13 times.
 - Top Activities: Education (64.98%), Miscellaneous (26.60%), Search (4.21%), Google Apps (2.53%).
 - Top Websites: www.sites.google.com, www.netflix.com, accounts.google.com, www.google.com.
 - Top Searches: Edgenuity, psiphon, dunkirk world war 2, southern.

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 districts 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.

The report includes:

- Summary Metrics:** 50% of requested content is education related, 89% of requests made 7 AM - 4 PM, 80% of students have been active online, 2 students have not been online.
- Activity by time of day:** A horizontal bar chart showing activity levels throughout the day.
- Activity by day of week:** A bar chart showing activity levels across different days of the week.
- Legend:** Online activity for all students for the selected period, Educational Activity, Other Activity.

“ Once we moved to Lightspeed Filter, we started saving hours a week, every week, and the difference was immediately obvious. The filter blocks sites only when necessary, and we've definitely seen a performance increase from the students. ”

- John Lenhart, Systems Administrator, Dallastown Area School District



Protect Students With the Power of AI

K-12 technology exists in a dynamic, constantly changing landscape. At Lightspeed Systems®, our more than 20 years' experience in K-12 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 campus network, on every device, app, or browser, ensuring complete CIPA 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.

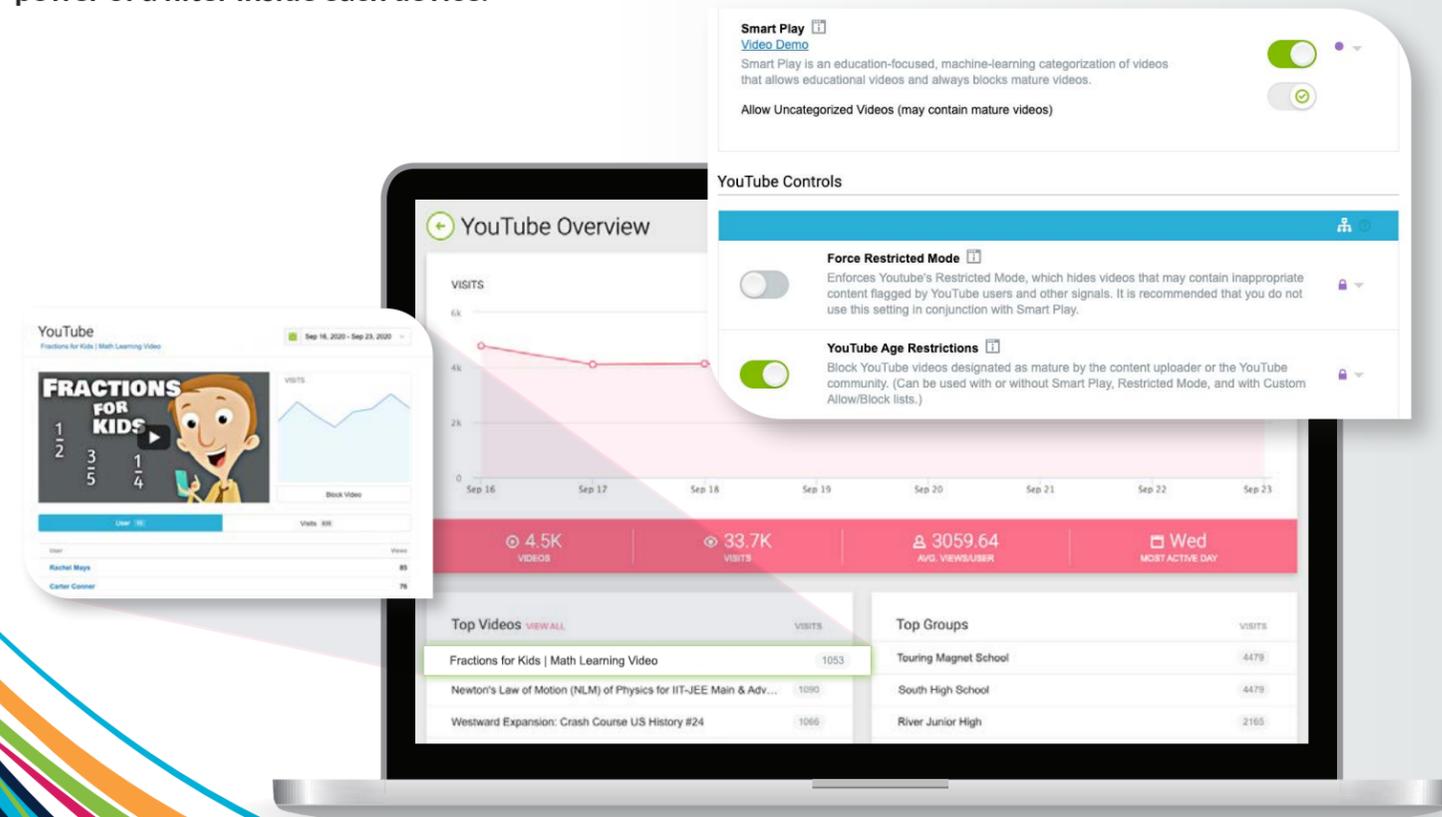
Smart Agents operate on every OS and provide SSL decryption without the need to configure proxies, PACs, or trust certificates, putting the power of a filter inside each device.

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 categorize 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.

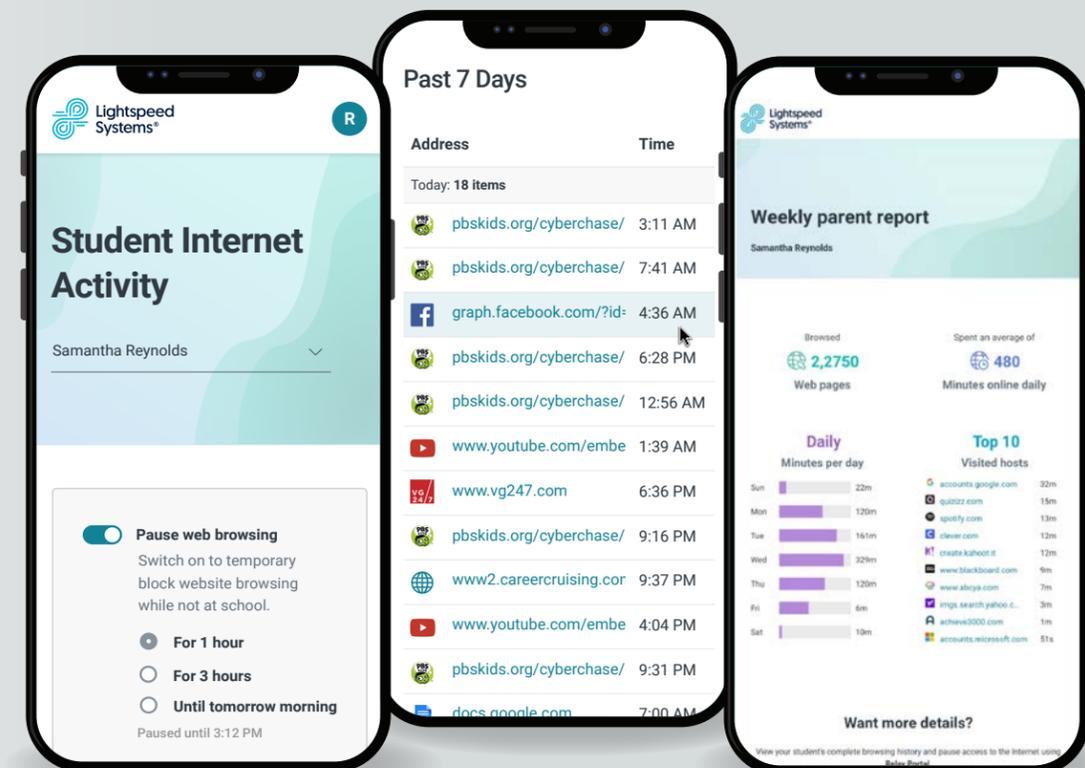


Lightspeed Parent Portal™

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
Filter™



- More than 3,000 teenagers attempt suicide every day in the U.S.
- 78% of school shooters reveal their plans ahead of time, via social media and other online activity.

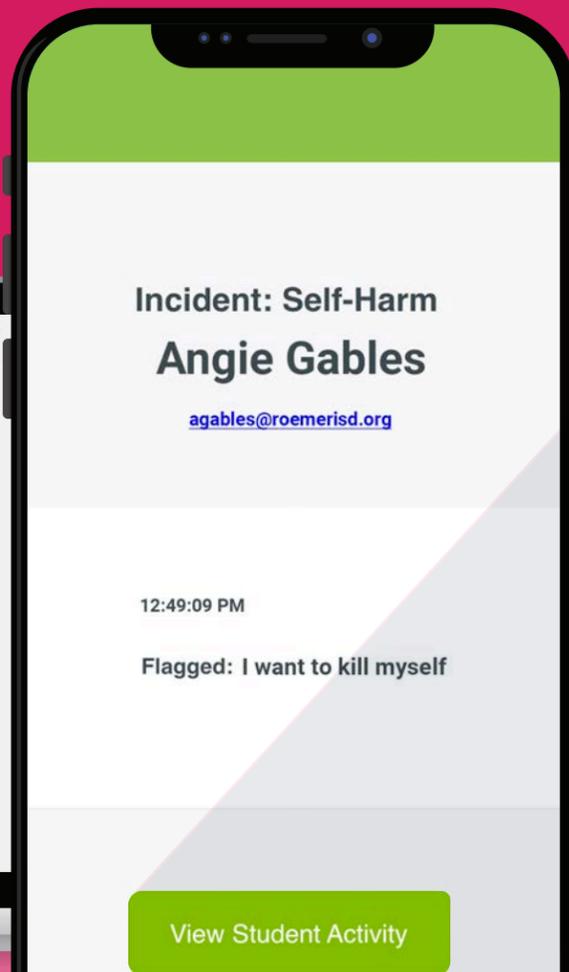
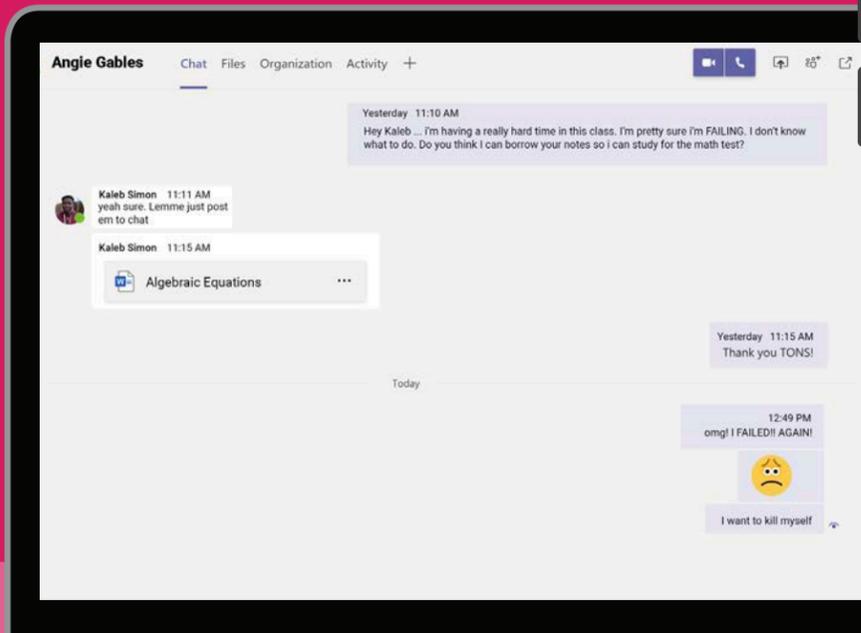
Prevent suicides, cyberbullying, and school violence

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

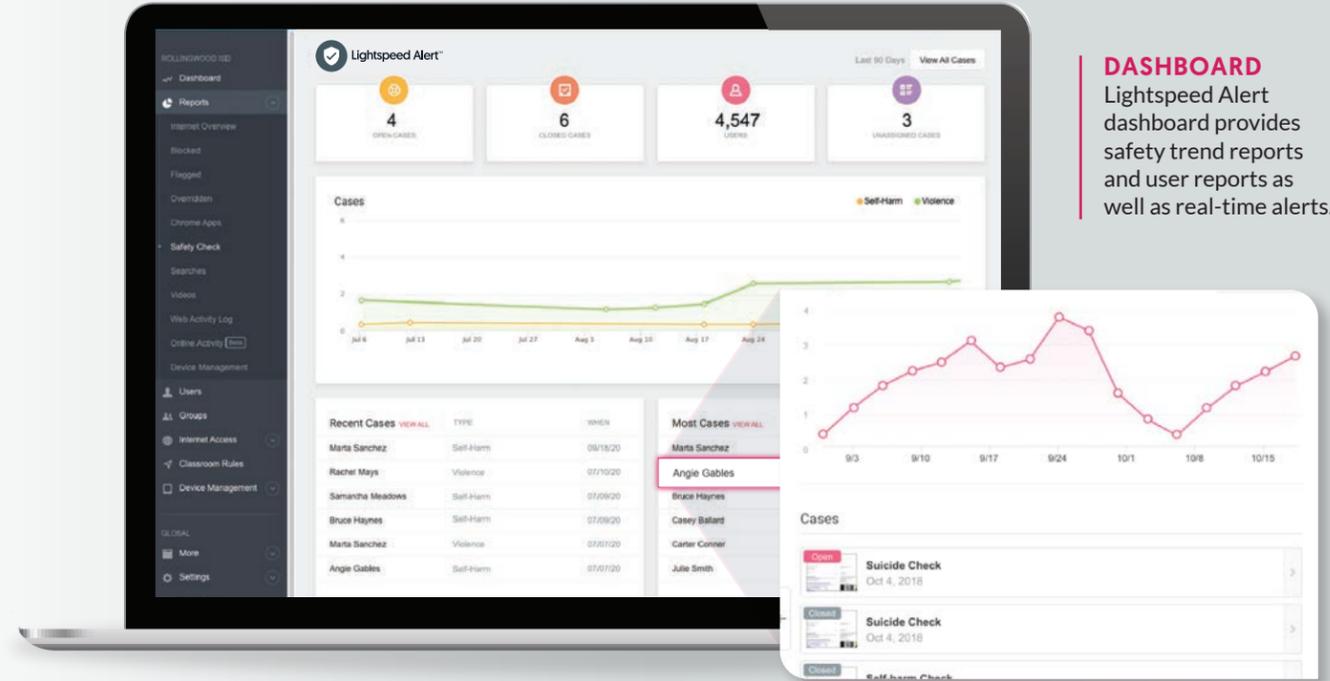
- Prevent suicide, cyberbullying, self-harm, and school violence with real-time alerts that flag signs of a potential threat.
- Intervene quickly before an incident occurs.
- Gain insight into students' mental wellness with activity logs providing visibility into online activity before and after a flagged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



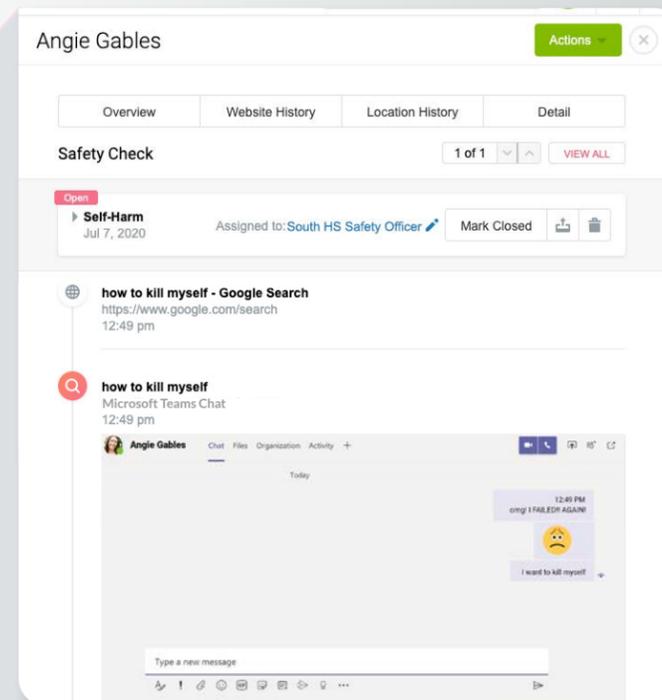
Lightspeed Alert uses patented, advanced AI to monitor, interpret, and flag warning signs in emails, Google Docs, social media posts, web searches, Microsoft® Teams and Meetings chat—nearly everywhere students are interacting online.



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

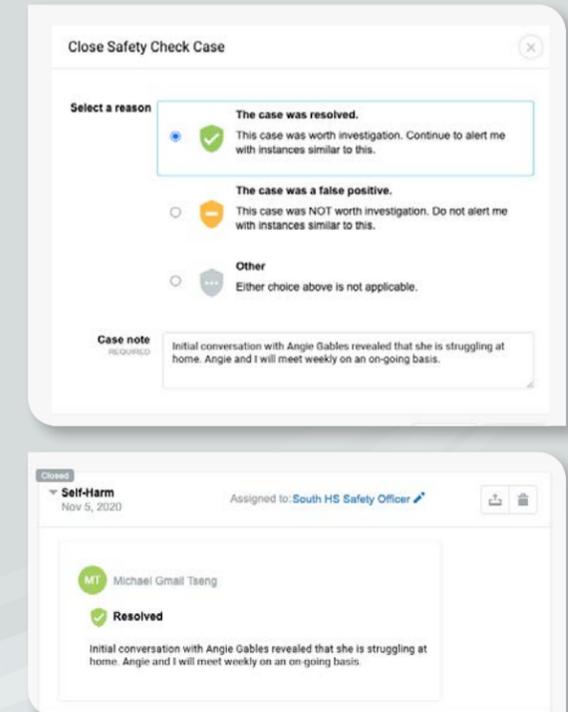
UNDERSTAND THE RISKS

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.



CASE MANAGEMENT & LOGS

Keep audit logs of interventions and follow-up.



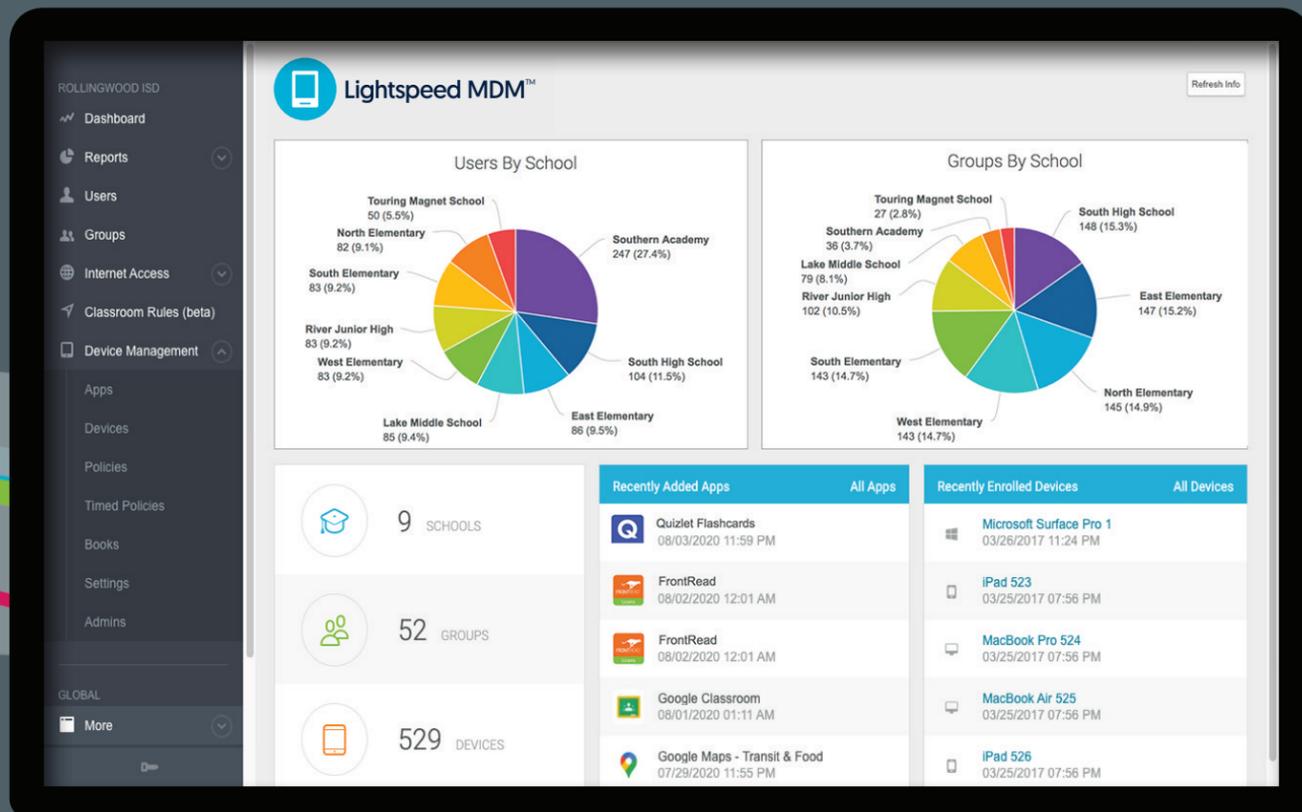
Scalable & efficient learning device management

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.

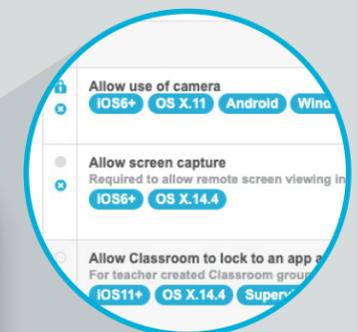
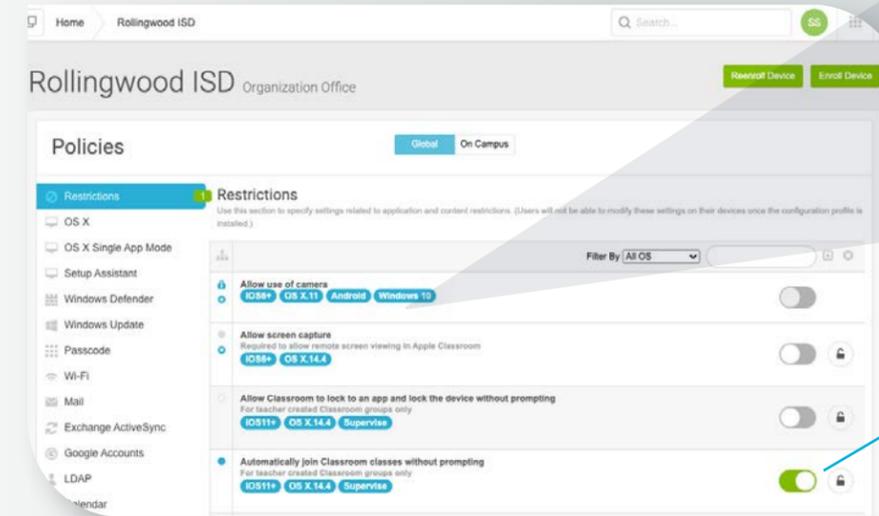
- Equip district IT leaders with a **centralized, cloud-based solution** for infinitely scalable device, application, and policy controls.
- Lessen the workload on the IT team with the **Self-Service App Library**, where teachers and students can access and install approved curriculum and learning tools.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

CENTRALIZED DASHBOARDS

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



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



SET POLICIES

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

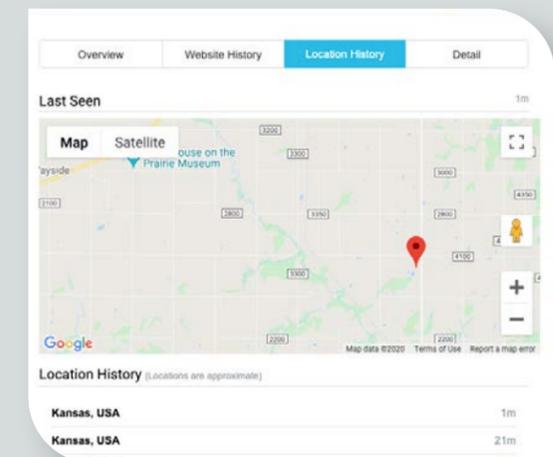
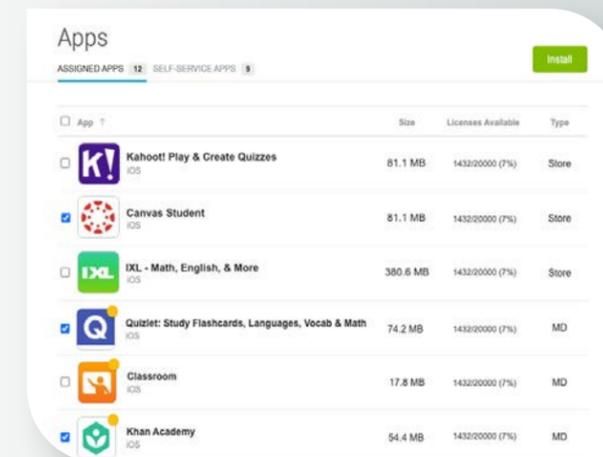
REMOTE INSTALLATIONS

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.



“Easily one of the best MDMs we've used. Its simple interface is easy to navigate and administrate. The reporting functionality gives you all the data you'd need at the click of a button and it ties in seamlessly with Apple's VPP program for app deployment.”

- Lenny Locke, Systems Administrator, Hadley-Luzerne Central School District

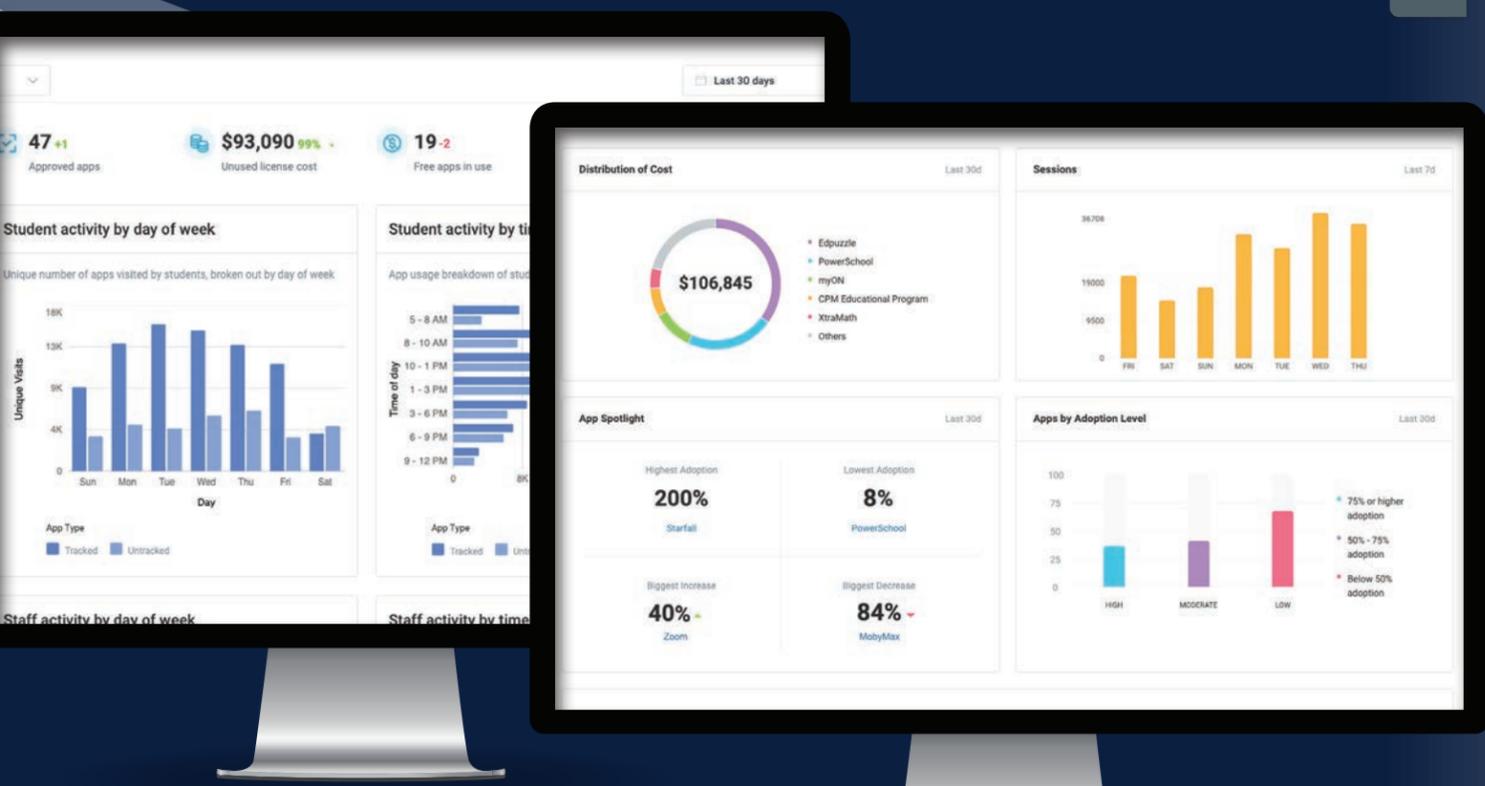
Complete visibility into students' online learning

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

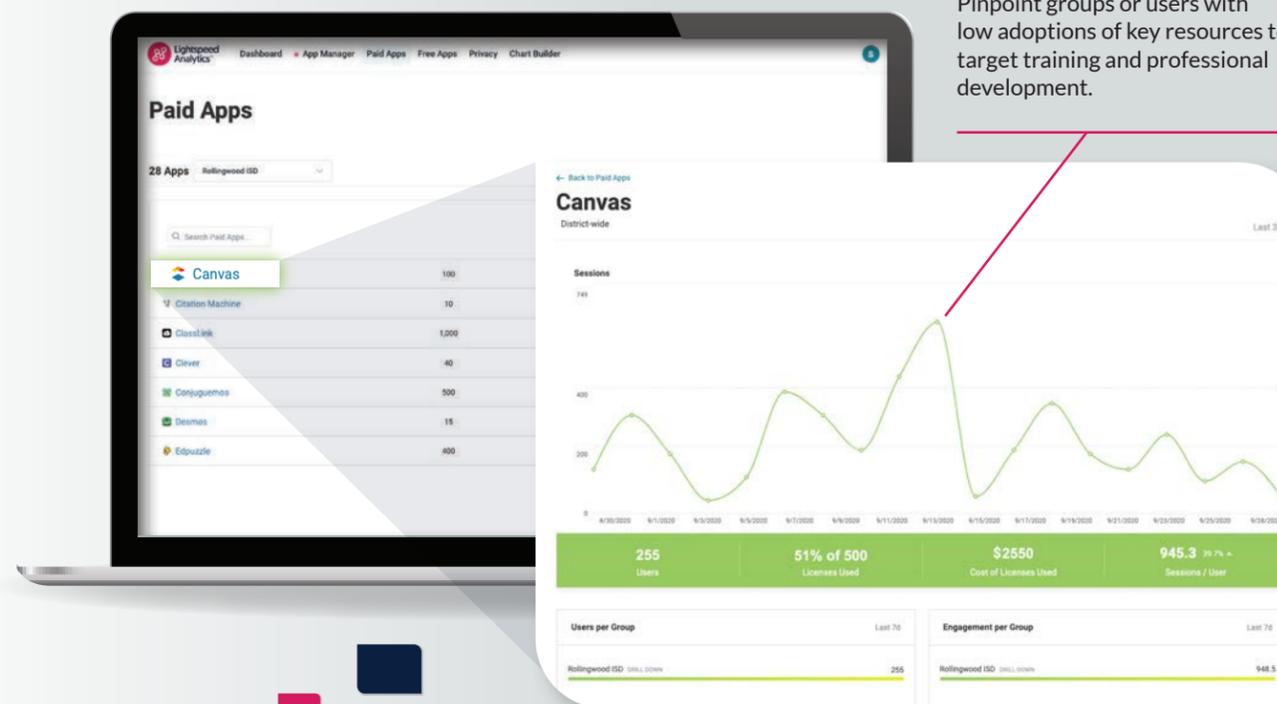
- Track education technology adoption and usage trends, eliminate redundancy, and drive ROI in apps and digital content purchases.
- Monitor app and content consumption to facilitate early adoption and effective utilization.
- Assess risk and compliance with visibility into app and content provider student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

CUSTOMIZABLE 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.

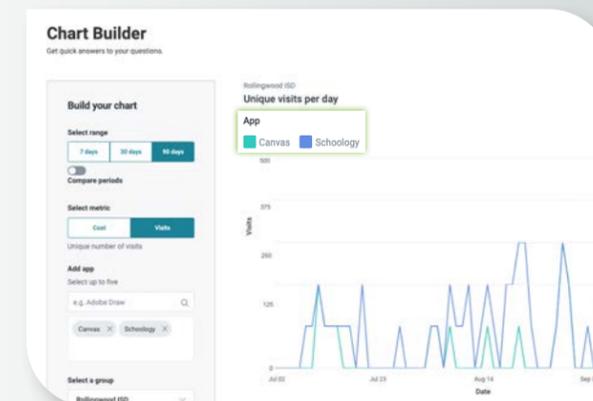


Lightspeed Analytics can detect all online apps and programs being used on all school-issued devices to help eliminate wasted budget from unused licenses. Lightspeed Analytics gives district administration exactly the right data to inform ROI, the ability to track licenses, charts to compare similar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

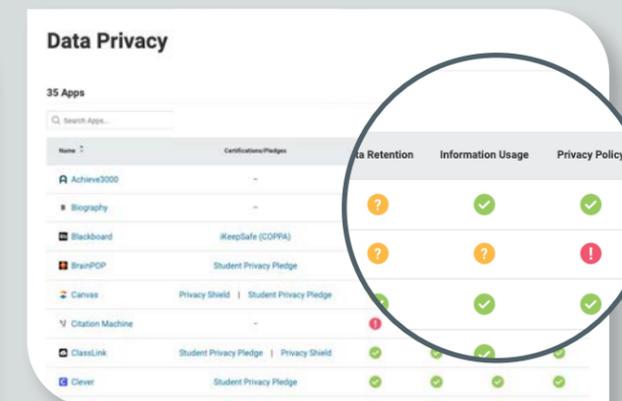


DRIVE APP ADOPTION
Pinpoint groups or users with low adoptions of key resources to target training and professional development.

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 dashboard shows a table of 35 apps with columns for Name, Certifications/Pledges, Data Retention, Information Usage, and Privacy Policy. A circled area highlights the Information Usage and Privacy Policy columns for several apps, showing various compliance statuses (green checkmarks, red exclamation marks, and question marks).

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

Reimagine the inspired and interactive classroom for remote learning

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.

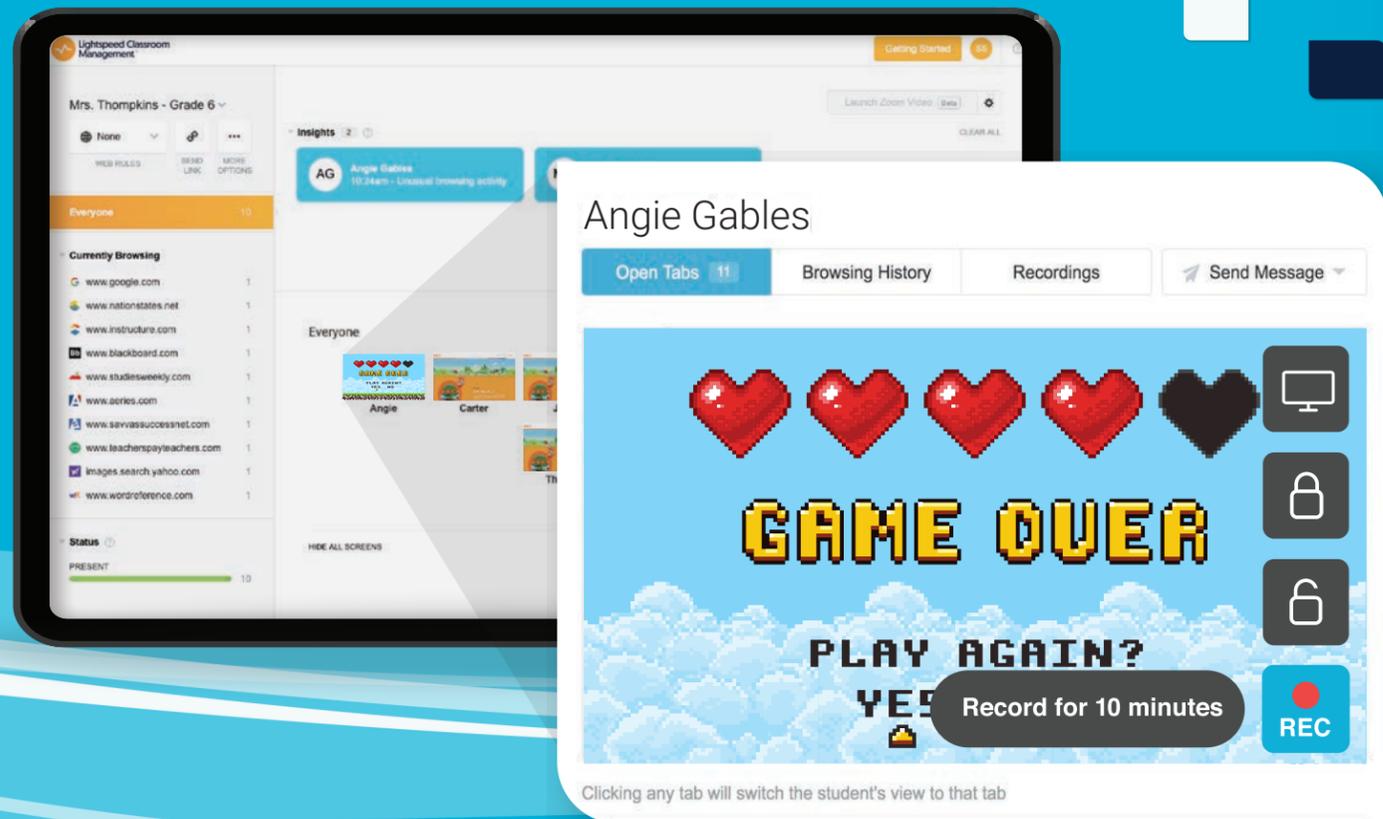
- Ensure **all students interact with only the right online curriculum** — precisely when they're supposed to use it.
- **Push out vetted curriculum links** to all students at the same time.
- **Block inappropriate** or distracting web sites and apps.
- Help teachers maintain the necessary level of instructional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

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.

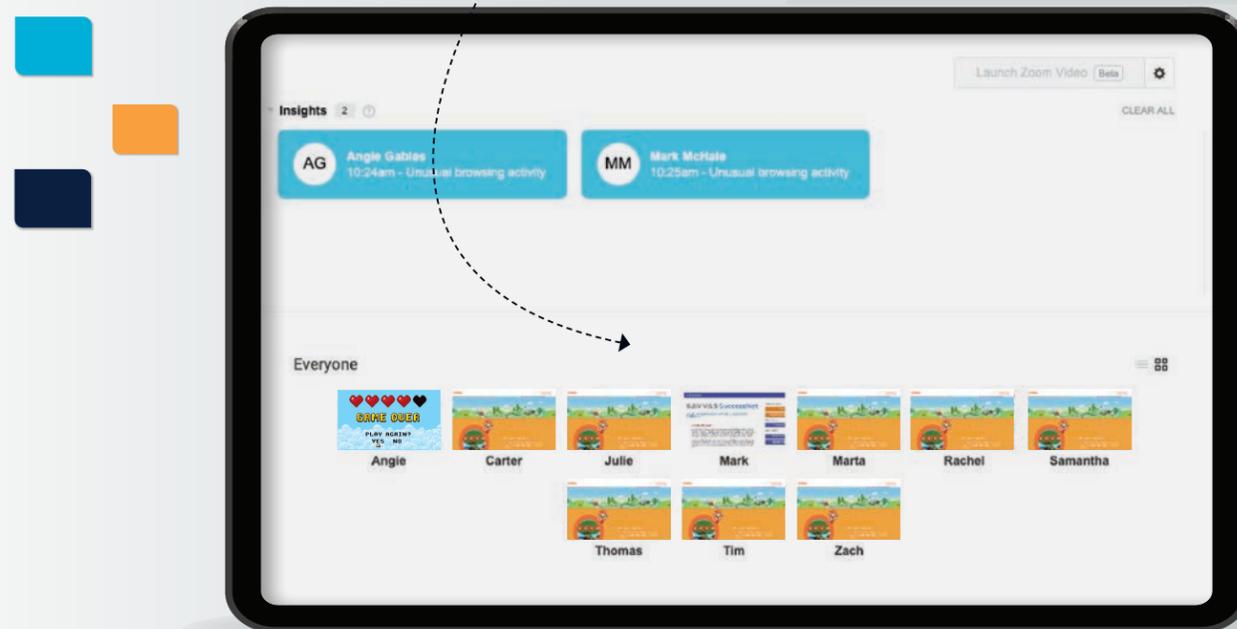
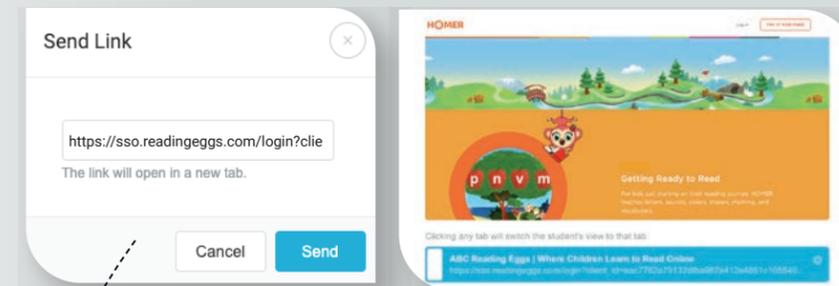
- George Vega, Teacher, Tulare Joint Union High School



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.

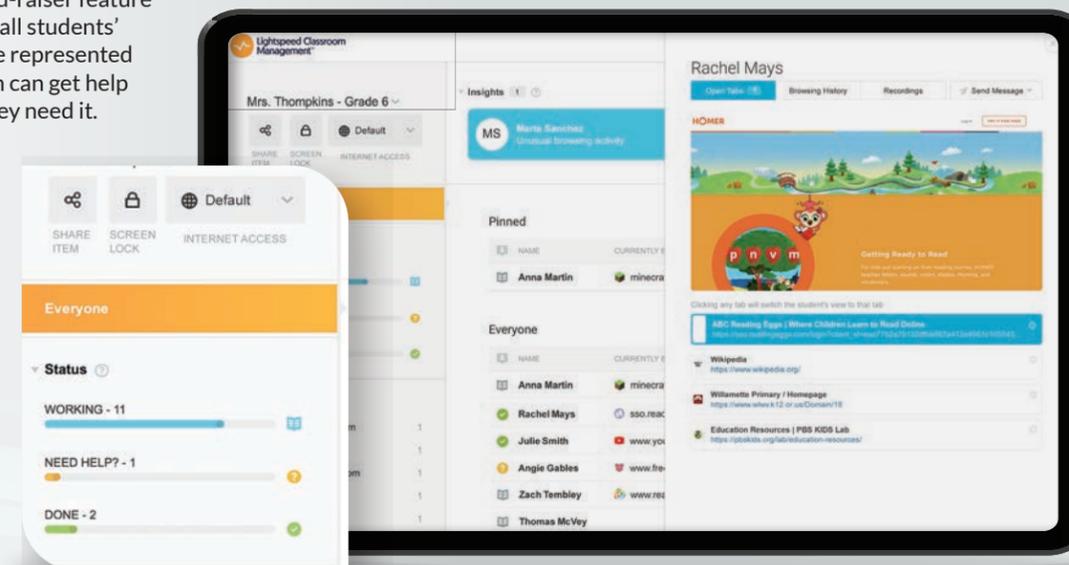
SAVE VALUABLE INSTRUCTION TIME

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

“

I don't have to think about whether Lightspeed is the best solution for Webster; I know it is.

- Brian Zimmer, Director of Educational Technology and Information, Webster CSD

”

Webster CSD, New York, 8,528 Students

- Of all the solutions Webster uses, Filter is the easiest and most reliable to use
- Lightspeed Support is "unparalleled"
- Filter reports are **30% more accurate** than those offered by competing solutions

“

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

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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

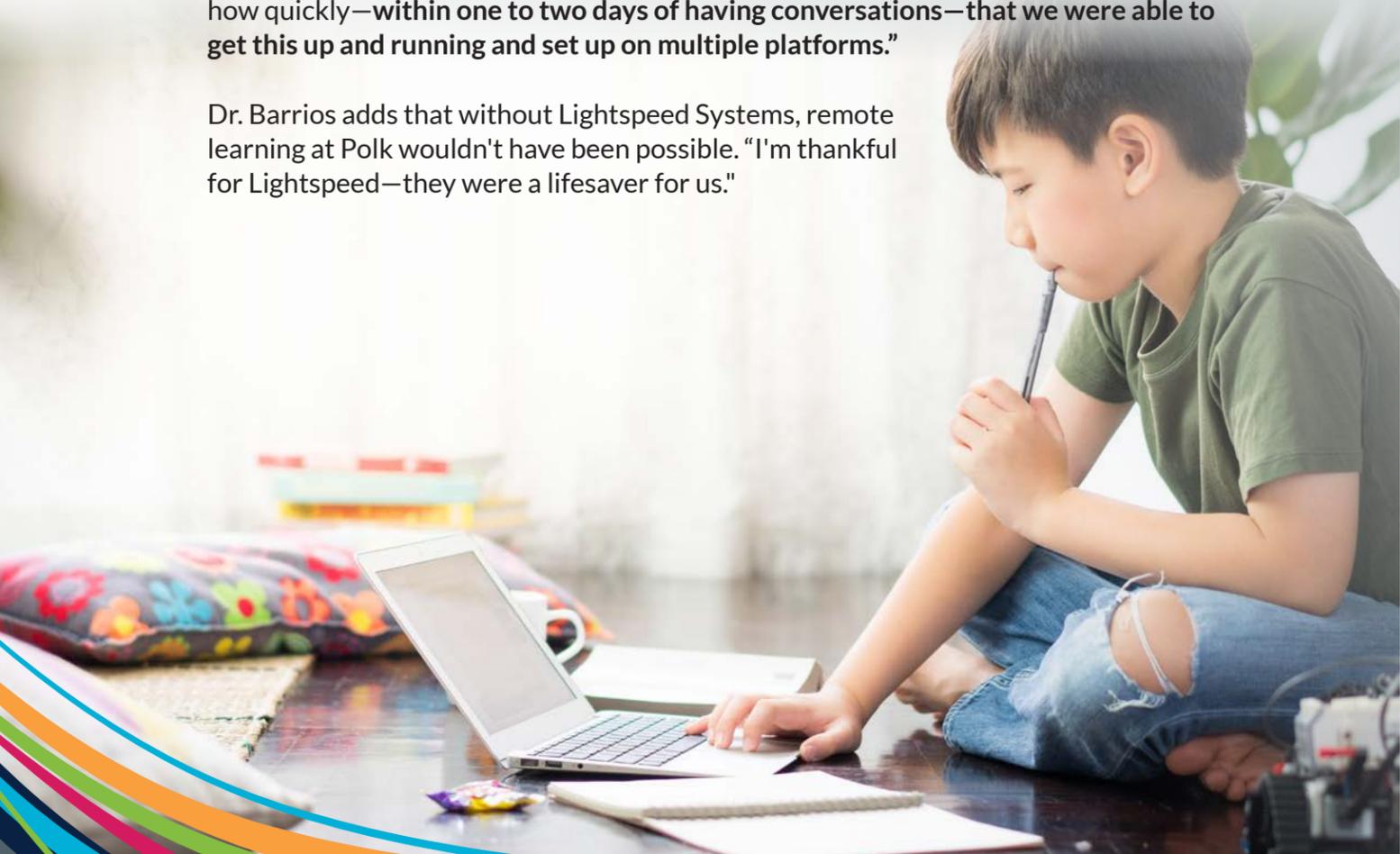
Polk County Schools and Lightspeed Systems® partner to ensure online safety in a crisis

With over 105,000 students within the Polk County school district in Orlando, Florida, Dr. Tina Barrios, Assistant Superintendent of Technology, knew that she had to come up with a solution for safe online learning at home quickly. "We did not have a filter in place for take-home devices, so we had to get a solution for that very quickly," says Dr. Barrios. "Lightspeed really stepped up and worked closely with us to get our filter up and running as fast as possible."

A cloud-based filter that's fast and easy to deploy, Lightspeed Filter™ decrypts SSL traffic without the hassles of proxy, operates on every OS, and keeps students safe online with smart features, whenever and wherever. In less than two days, Lightspeed Filter was up and filtering 23,000 school-owned devices that were distributed for remote learning.

"Filtering our devices was one of the biggest hurdles for us to overcome and the easiest hurdle that we did overcome with the help of Lightspeed Systems. It was amazing to me how quickly—**within one to two days of having conversations—that we were able to get this up and running and set up on multiple platforms.**"

Dr. Barrios adds that without Lightspeed Systems, remote learning at Polk wouldn't have been possible. "I'm thankful for Lightspeed—they were a lifesaver for us."



What our customers are saying

“

I couldn't live without Lightspeed Alert™. I wouldn't do distance learning without it.

- **Stacy Royster**, Director of Technology, Opelika City Schools

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,

The impact continues to grow as a 1:1 district in a 24/7/365 fashion. Having a partner like Lightspeed gives me as a CTO piece of mind around protecting, monitoring, and now analyzing the overall student experience.

- **Kyle Berger**, Chief Technology Officer, Grapevine-Colleyville Independent School District

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™ was able to quickly provide us a filtering solution that our current provider could not. From the time Lightspeed activated our licenses, we had our filter polices in place in under a day.

- **Dr. Tina Barrios**, Assistant Superintendent, Polk County Schools

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

We're able to monitor students at home with Lightspeed Filter and Lightspeed Alert while still complying with CIPA, COPPA, and FERPA.

- **Robert Williams**, Director of Technology, Nye County School District

Lightspeed Systems is filtering our at-home students along with the students who take devices home at night. It's nice that students are filtered the same as if they were here in the buildings.

- **Linda Carter**, Technology Application Specialist, Metro School District of Wayne Township

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™ doesn't take a second member of tech staff to work. It's a reliable product and Lightspeed takes good care of updating it through all the crazy updates different companies put out, whether on computer or iPad.

- **Jessica Imel**, Director of Technology, St. Louis Catholic School

”

Product Implementation & Best Practices

Setting you up for success

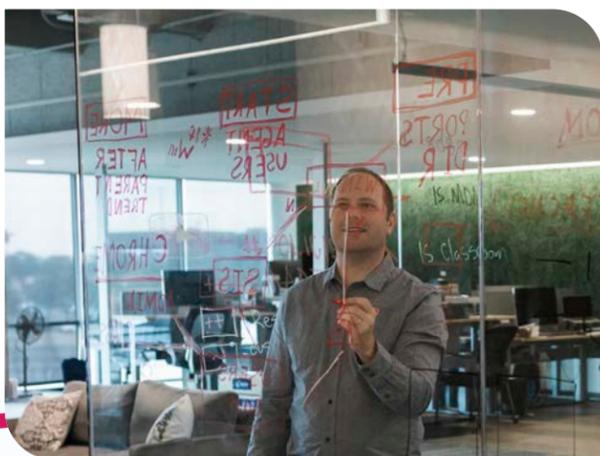
Online educational effectiveness and safety requires a precise blend of expertise and innovation. That's why Lightspeed Systems® will help you with the best practices and protocols and guide you through implementation from beginning to end. Unlike some providers who install a system, perform some checks, 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 districts 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 world-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 K-12 technology, making our team the most advanced support system in the industry.

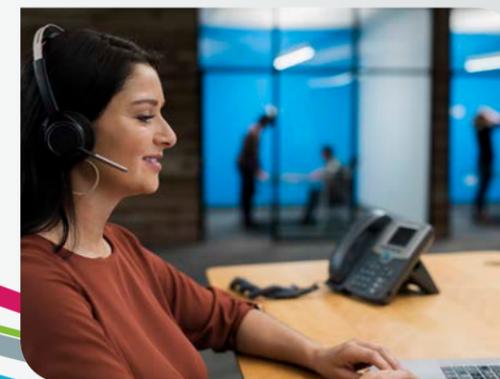
ISSUE RESOLUTION

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.

United States: 1-877-447-6244
Europe: +44 (0) 1277 240 640
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 2am-6pm CT
Live system status updates



“
 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

System Specifications

Lightspeed Systems® technical details

SUPPORTED OPERATING SYSTEMS AND BROWSERS

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

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

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.

- American English
- British 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 K-12 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 K-12 Leaders & Partners
- Implementation Webinars
- Platform Demo Webinars



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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Lightspeed Systems®

2500 Bee Cave Road
Building One, Suite 350
Austin, TX 78746
877-447-6244

 www.lightspeedsystems.com
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