Kajeet's education-focused broadband services and connected devices are designed to support students wherever they learn, be it at home, in the classroom or on-the-go. All hardware, including Kajeet SmartBus™ (Wi-Fi enabled school buses), LTE Chromebooks, Kajeet SmartSpot® (Wi-Fi hotspots) and Connect Prime™ (on-premise LTE connectivity), are provisioned on Kajeet's IoT management platform, Sentinel®. Sentinel enables extensive and educator-specified mobile policy controls, visibility across all devices, content blocking for added security and advanced website filtering. Further, Sentinel is network agnostic, enabling Kajeet to seamlessly combine the capabilities of every major network in its robust IoT management platform. With Kajeet, school districts can effectively reduce digital inequities among students by providing the most secure, cost-effective and reliable connection regardless of location.

While Kajeet has been helping to close the homework gap for more than 10 years, when the pandemic hit, the need to get students connected was more important than ever. Kajeet responded by reconfiguring its connectivity solutions and services to take more of the burden off school administrators and get students connected quickly. This meant reconfiguring its solutions, streamlining customer onboarding, offering new hardware and service bundles, removing term requirements, ongoing subscriptions and data caps and providing more frequent training sessions.

For example, in the spring, Kajeet noticed that districts were using its SmartBus solution as a mobile hotspot and parking buses in underserved communities to facilitate remote learning. To ensure safe social distancing, Kajeet redesigned its solution to deliver Wi-Fi connectivity outside of the bus instead of only inside. To further remove the burden on school districts, Kajeet also proactively developed best practices around power management, safety and security, and how to communicate Wi-Fi availability to the community. Additionally, in the fall, Kajeet launched a tier 1 support program, enabling students and caregivers to call Kajeet directly regarding tech issues. This further helped facilitate the school's transition to distance learning and enabled them to redirect their focus on their core mission.

However, not all was smooth sailing. In the early months of the pandemic, due to high demand, there was a nation-wide shortage of equipment, including hotspots. Kajeet quickly solved this supply chain challenge for schools by manufacturing its own custom hotspots, ensuring schools could get the devices they need when they needed them. Kajeet also ramped up staff to support warehouse, logistics and delivery timeframes.

Even after all of these investments over the last year to support remote learning, Kajeet knew it could still do more and, in 2020, made two significant donations to help close the digital divide. The first donation – valued at over $600,000 – went to Austin Independent School District, which outfitted school buses with Kajeet SmartBus for the 2020 – 2021 academic year. The second donation was in partnership with Amazon Web Services (AWS) to support GOODProjects, a Washington, D.C.-based nonprofit organization committed to ending poverty for 500 local families by 2030. Thirty Kajeet SmartSpots with complete unlimited data plans were delivered to students to support remote learning throughout the 2020/2021 academic year. Kajeet also worked with several states – including Connecticut, North Carolina and New York – to close the digital divide across the entire state.

A year into the pandemic, Kajeet continues to innovate and deliver solutions that enable student success. Most recently, Kajeet began work to enhance LTE embedded computing devices to deliver an always-on, always connected learning solution. They are also providing the ability to connect Sentinel to private LTE networks for schools looking to build those in their communities.