

CASE STUDY

Parkside School Managed IT Service

A Managed IT service delivering transparency & improved cost management, with a personal approach that makes inTEC EDUCATION a trusted partner for school staff

THE CHALLENGE

When Parkside School needed their original computer network and IT systems set-up, they engaged inTEC EDUCATION to scope and deliver the implementation. In addition to the core IT requirements, inTEC EDUCATION delivered all the cabling and AV systems.

But when it comes to the provision of ongoing support services, it was not an automatic decision for Parkside to award the contract to the same company that had done the implementation. Their normal process is based on detailed research and personal recommendation from other schools.

More importantly, they have high expectations of a company that replies very quickly to requests and quotes, and will collaborate with proactive suggestions for improvement – not just respond to issues and answer questions.

“When they quote for us, it’s not just for now; it’s for the next few years. inTEC EDUCATION ensure we are always looking forward, not just at the present.”

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COLLABORATIVE STRATEGY

Partnership approach with proactive suggestions for enhancements rather than just fixing issues and bugs

PERSONALISED SUPPORT

On-site engineers backed up by remote support desk provide timely and effective response

TRANSPARENT DELIVERY

Full visibility of systems and resources with management dashboard to enable optimal staff allocation

HOW WE DID IT

inTEC EDUCATION implemented a Managed IT service, reporting directly to Parkside’s Head of IT.

Support engineers visit the school on a weekly basis to carry out planned maintenance and pro-actively review the school systems, while a ticketing system has been implemented that allows teaching staff to raise support requests. Using the management dashboard, Parkside can assign tickets to engineers and always have a current view of workload and priorities.

According to Parkside the biggest benefit they’ve experienced is that one person can be in control and clearly see what’s happening within their systems, enabling them to make sensible, realistic decisions based on that information.

And Parkside look to inTEC EDUCATION to help continually innovate their infrastructure and ensure it continues to support their operational needs. We have delivered a series of technology enhancements and upgrades that have included:

- Upgraded cyber security using iboss to manage on-line security and web filtering
- BYOD technology allows staff and pupils to utilise their own devices on the school network
- Remote working for staff to access the school network from home with VMware View
- Implemented a cost management solution for printers and copiers to help staff manage usage
- Introduced virtualisation across networked devices and storage

For Parkside, they have security of dedicated support engineers that teaching staff know and trust. Whether its e-mail, phone or conversations with users, Parkside rely on us for quick responses to problems, issues and requests.