

CASE STUDY: Using Managed Services to increase reliability



To the Point

School: The Duchy
Location: Bradninch
Type: Primary
Pupils: 210
Staff: 17

Issues

- Poor I.T reliability
- Break-fix IT support
- Old server with no redundancy.
- Poor I.T procurement.
- Flexibility and resilience

Resolutions

- Proactive Managed I.T Services
- Microsoft Small Business Server
- I.T Consulting and Implementation
- Cost effective I.T procurement.

Benefits

- Increased reliability
- Single point of contact for I.T issues
- Working backups and resilience
- Long term strategy for I.T
- Better working practices.

ACCREDITUK
ASSURED QUALITY FOR IT



The School

The Duchy is a Devon based school in the town of Bradninch. Accommodating upto 210 pupils, the school enjoys 6 classrooms plus a foundation room. There are multiple computer suites within the school, with Key Stage 2 classes having their own bank of additional laptops.

Issues

Since moving their day to day support away from SCOMIS (the in-house education support organisation), The Duchy were dealing with their I.T support on a scheduled re-active basis. An engineer would visit once a week and complete as many tasks within that time period. Any outstanding had to wait until the next or subsequent visits. Agreed budget spends also caused issues. With tight deadlines, things were left until the last moment.

The Duchy realised that to provide a service which made the whole I.T experience better for not only the staff, but also the pupils, it needed a more forward thinking approach.

The Resolution

The Duchy entered into a support agreement with Ostrich I.T, which provided them with a full support service. Support calls which would have taken weeks to resolve could now be resolved within the current day, with on-demand remote support. These are backed up with scheduled site visits. This allows our engineers to discuss improvements and deal with outstanding calls.

A new server was installed to replace their old system, providing much needed disaster recovery options. Keeping their important school and pupil information safe. In addition, the ability for staff to share information in and out of the school was made available for the first time.

I.T budgets are dealt with swiftly, allowing the school to get the best deal on their procurement. Normally at a lower cost and a greater choice than through their old education suppliers.

"From the word go, Ostrich have provided a reliable, courteous and thorough service to The Duchy School. They are easy to contact, quick to respond and always willing to go that extra mile to see the job is done. Their service covers the school's every I.T need, from purchasing hardware at competitive prices, through installing servers, PCs and network software, to fixing dodgy printers. Thank you for reducing enormously the ever-increasing demands of school IT maintenance."

Chris Willcocks, Assistant Head, The Duchy School

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