

case study

Wollaston School



The staff at Wollaston School endeavor to take students beyond expectations, creating a climate where learning can flourish.



Combining new buildings, new facilities and the very latest technology, this specialist performing and visual arts school lead with innovative teaching, valuing their commitment to make a top quality, academic environment.

With a mix of network, security and cabling issues, Wollaston school's IT environment struggled on a regular basis – however, in a positive move to accommodate high standards of education, **acs**'s expert advice, support and service were called upon to eliminate the school's IT concerns once and for all.

In addition to immediate changes in the core infrastructure and improvements in service delivery by way of a PIC managed service solution, technical engineers at **acs** established that developing the staff's understanding of IT was a priority.

The provision of workshops to promote up to date IT skills and development have facilitated an understanding to how issues may be resolved on site. In addition to proactive support through staff personal development, a full time expert engineer remains on school site with existing technical resources transferred to **acs** through TUPE.

Following a comprehensive audit of the schools current infrastructure, **acs** phased a cost effective 3 year technology plan which sees ongoing improvements and new ideas discussed at quarterly review meetings. This successful service upgrade means **acs** are one step ahead with IT and the issues that may arise unexpectedly; ultimately providing Wollaston school with the tools they need to excel as a self sufficient, outstanding learning environment.

Education – 1371 pupils

challenge

To offer excellent stability and structure to the school ICT network while improving service levels through proactive learning incentives and improving teaching outcomes.

solution

Outsourcing agreement to include placing full time IT manager on site whilst using PIC software to monitor school network. Further eradicate issues by introduction of staff workshops, developing IT and problem solving skills.

results

- Stable network with no unexpected downtime
- Renewed confidence throughout the school as improved services make ICT an 'enabler'
- Improved backup and security
- A cost effective technology plan
- Ongoing improvements and new ideas discussed at quarterly review meetings

"I have worked closely with **acs** for over 12 months now, involved in the outsourcing process from the start. The agreement has been instrumental to our ICT transformation and we have every confidence in the ICT staff deployed. The TUPE transfer of staff has worked exceptionally well and any additional staff **acs** has introduced to the school, have increased the skill sets we have access to on a daily basis. We truly believe that we are receiving the best technical advice and support for the school."

Melvyn Hawkins
Teaching & Learning Director