

# Trinity School

Following major IT investment as part of a rebuild project, Trinity School decided it was the right time to look for a new IT partner.

They weren't satisfied with the amount of support they'd been receiving from a previous provider. Prior to the investment, they'd suffered with a poor, unreliable network and needed an IT partner that would work with them to continue to develop a robust and trusted network.



## Why Virtue?

The team at Virtue Technologies got to work. We analysed their current network and listened to their needs. We were able to effectively translate the needs of Network Manager Sutherland Smith to the Finance and Leadership Teams and work with them all to provide great value solutions, fit for their education environment.

"The team regularly liaise with our non-technical senior staff, and they're very effective at communicating information clearly without using baffling technology speak," says Network Manager Sutherland.



We really do see them as trusted partners and advisors to the school.

The support they provide is flexible and customised to our needs - which often means going beyond paid projects.

They pro-actively advise us on industry best practice and also support our teaching and learning by providing IT direction. They're continually adding value for the whole school."

**Sutherland Smith**  
Network Manager, Trinity School

98%

customer satisfaction score

6+

years working with Virtue



This in turn has helped the leadership team focus on leading teaching & learning, instead of worrying about the security, compliance, speed or reliability of IT.

It was important to the previous Head Teacher, that the infrastructure be robust to take the pain away from managing IT provision for Sutherland and it gives the staff confidence in the use of technology.



# Storm Desmond

In 2015 one of the worst storms to ever hit Cumbria, did extensive damage, resulting in flooding and no power.

They had 3 communications rooms under water and over 100 workstations were lost. Our team arrived on site the very next day to develop and deliver a rescue plan. We're got the core network back up and running and got replacement infrastructure in place. In fact, Sutherland says Trinity "were the first network to be up in the city!" after the storm.

## We've implemented

01

More effective ways of managing Trinity School's IT infrastructure – with a focus on integration and a joined up approach being one of our key recommendations and an important factor in their upgrades.

02

Alongside the hardware and software, we also recommended our Platinum support package. Trinity now benefit from a dedicated help-desk team of experienced engineers who provide advice and support to ensure fast and reliable resolution to issues.

03

On top of this, Trinity also have direct contact with a dedicated help-desk manager who provides personalised support for more complex, significant projects.

04

In addition to the day-to-day support, Virtue Technologies also provide ongoing advice and work with Trinity to research, rationalise and implement disaster recovery strategies for Trinity School.

We continue to work with Trinity School, helping them develop their Ofsted aligned IT strategy, while also supporting the management and delivery of that plan. Our track record of giving fixed costs and keeping to tight budgets means that we have the trust of not only Network Manager Sutherland Smith but also Head Teacher David Samson, and School Business Manager David Foulkes.

We work closely with Sutherland and his team, with support and installation of new kit to enable them to support and manage their IT estate more easily as we move forward together.

## Value Add



100%

### Support Response Rate

We take 100% complete ownership of on-site change requests and a maximum 4hr response time through our support packages where our help desk can take control of what to block and allow for extra security on your network.



87%

### Our Strategy Ideas

The team at Trinity School trust us with their network and ongoing IT strategy.

87% of our suggestions are adopted by the school or written into their long-term plan, because they know we understand education.

