



Bishop Rawstone

Church of England Academy

Bishop Rawstone is a co-educational academy trust in Leyland, Lancashire. The Church of England secondary school teaches over 900 11-16 year-olds through the core values of aspire, believe and achieve. Providing high quality education for almost 60 years, they've been over-subscribed for a number of years due to their outstanding regional reputation for delivering a well-rounded, high-quality education.

When they were looking for a partner who could enhance their IT in a way that would improve teaching and learning, they came to Virtue and have never looked back.

The Challenge

In a curriculum and development visit by Ofsted in 2009, ICT use as a vehicle for teaching modern languages was considered good. However, the Leadership Team had ambitions to improve this and ensure the entire curriculum was supported and enhanced through the use of IT.

Prior to working with Virtue Technologies, Bishop Rawstone were struggling to translate classroom needs into IT requirements. This was a direct result of very little investment over a number of years. The then Head Teacher Alan Davies wanted to change this and ensure that their Outstanding Ofsted rating was supported by Outstanding IT.

The in-house IT Team didn't have the time, specialist IT knowledge or buying power to maximise their budget and create effective IT solutions. The Leadership Team wanted the opportunity to develop their IT Team and provide them with opportunities to improve their skills.

x9
Quicker IT Problem Resolution

11+
Years Working in Partnership

x6
Reduction in Management Time Spent on IT



Alex Bowes is very knowledgeable and has been so helpful over the previous 18 months that he has been coming in, I cannot rate him highly enough."

- Steve Hackney, IT Technician, Bishop Rawstone C of E Academy



Virtue Technologies have been an instrumental part of getting Bishop Rawstone to where we are with IT today Let's be honest, after over a decade working together, we wouldn't still consider them our IT partner if they weren't the best placed to support our staff and students. They've developed our own IT Team's skills and given them the confidence to fix most problems without the need to involve Virtue. But it's great for them and me to know that the Support Desk are just a call away in the event that we come across something we can't easily fix or deploy. It's like having a giant IT Team with countless skills and areas of expertise at a fraction of the cost."

- Paul Cowley, Head Teacher, Bishop Rawstone C of E Academy

100%

Engineer Visit Satisfaction
Averaged total scored on customer's Engineer Visit based satisfaction surveys since their implementation in 2016

100%

Overall Satisfaction
Averaged total scored on all of the customer's satisfaction surveys since the survey implementation in 2016

100%

Support Desk Satisfaction
Averaged total scored on customer's Support Desk based satisfaction surveys since their implementation in 2016



The Solution

We've provided Bishop Rawstone with our fully managed service support for a number of years now. The school review and renew our core support annually. Bishop Rawstone purchase our Gold Windows Server Support which gives them support for all their Virtual Platforms, Windows Servers, Email (Exchange or Office 365), Backups and Endpoint. They receive our Gold Security Gateway Support and Internet Service Support as standard, they're both included for our internet customers, protecting both the internet service itself and the secure passage of data to your school.

This means when they log an issue, whether via a call, email or our online portal, we have an SLA to respond within 3 hours. Whether the fix requires us to gain remote access or be on-site, both are included, with on site support being available next business day. Because we work exclusively in the Education Sector, our Support Desk is open whenever schools might need us: Monday - Friday, 8am - 5pm.

We also provide 20, half day term time consultancy visits with one of our Senior Engineers so they can plan for larger IT projects.

The Benefits

01

Virtue have been working with Bishop Rawstone for almost as long as we've been trading. Schools like Bishop Rawstone have helped us begin and develop our proven track record of delivering joined-up IT strategies and cost-effective solutions.

02

Our experience of attracting and retaining high quality people has ensured a high level of staffing continuity for Bishop Rawstone, through minimal Account Management and on-site technical support changes. Our ongoing relationship allows us to provide continuous training for Bishop Rawstone's in-house IT Team, helping them to develop into highly skilled and motivated staff members.

03

The Virtue team worked with Bishop Rawstone to develop DfE and Ofsted compliant formats of strategy creation, delivery planning and procurement. This has led to highly cost effective IT delivery with planned and budgeted refreshes. This in turn has reduced the amount of time teachers and the leadership team spend on dealing with IT.

04

Our in-house IT team structure, which includes a Support Desk and Technical Team with varied areas of expertise, provides Bishop Rawstone with a wider breadth of knowledge to defer to when needed. It also enables us to provide them with best-in-class support. Being able to rely on us has given Bishop Rawstone's IT Team more time, so they now provide a rapid response to day-to-day IT issues that are hampering teaching and learning.

100%

Commitment to Building & Working to a Strategy

100%

Controlled Budget, with No Unplanned Spend on IT



x4 Increase in Staff Confidence in IT

By working hard to understand the needs and concerns of the Leadership, IT and Teaching Teams, we've been able to improve the reliability of existing and new technology. It works correctly the first time and every time so staff not only have confidence in the school's IT and the IT Team, they now actively want to use technology in lessons to enhance their students' learning.



x3 Increase in Pupils Access to IT in School

Since Bishop Rawstone set out their IT vision and began working with Virtue, they've invested in triple the number of laptops and desktops available for students to use on-site.