

The Futures Trust

Established in 2013, The Futures Trust (TFT) is a Multi-Academy of three Secondary and three Primary Schools, five of which are based in the Coventry area. The Trust is passionate about improving outcomes for their learners, staff and communities. They've developed models and services to help schools improve and enhance.

When the Trust was looking for an IT partner to deliver one, single Trust-wide network, a previous relationship meant they approached Virtue to see how our service could meet their needs.



The Challenge

The Futures Trust wanted an IT partner who could deliver a single network that all the school sites could sit on. When their previous supplier was unable to deliver, TFT were on the lookout for a new partner who could.

The Trust's ICT Manager, Olan Adeyemi, approached Virtue after working with us at a previous school to see if we could support them and what we'd suggest.

In addition to the infrastructure challenges The Futures Trust presented, we knew that several of the school's IT Teams were used to working with their own IT support companies, and some were resistant to change.



When I realised that our previous supplier couldn't deliver on our vision of a single IT network, I was worried that it was too ambitious a plan. However, having worked with Virtue before and knowing their technical expertise, I wanted to see if they could help.

When I'd worked with Virtue in the past, I was impressed with their diligent planning and attention-to-detail, I was confident that if they told me they could give us the single network we wanted, they would definitely deliver. ”

Olan Adeyemi
Trust ICT Manager, The Futures Trust

x4

Reduction in
Maintenance Time
Required

6+

Years Working
Together in Partnership

x12

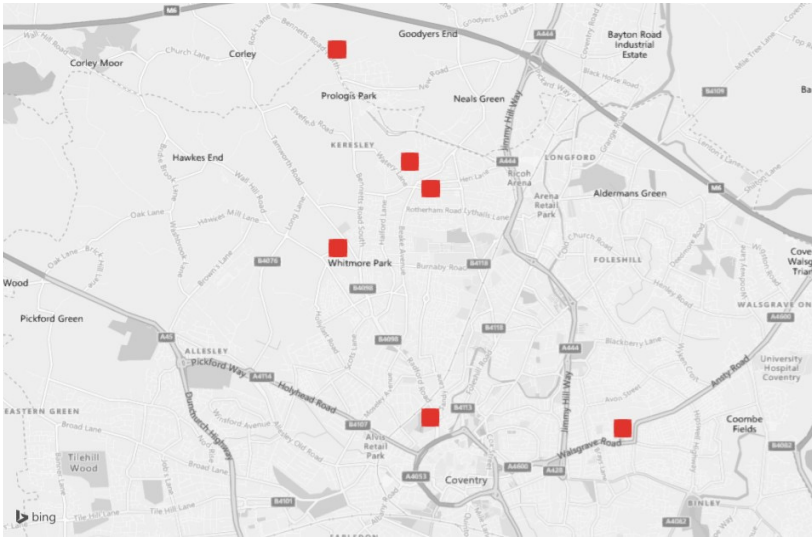
Faster Data
Recovery Speed

x7

Reduced Risk
of Downtime

x5

Faster Server
Performance for
Speedier Access



c. £3k

Savings per Year
by our Creative
Backup Solution

9.5

Hours Per Month
Freed for Other
Areas of IT

The Benefits

The greatest gains TFT have had from working with us are financial. We were able to deliver their desired single Trust-wide network in a way that optimised their existing hardware and helped them budget more effectively.

We support TFT, at a Director-led level. Our Operations Director, Will Stead, holds regular meetings with the Leadership Team to help the trust with their long-term project development.

Olan Adeyemi, Futures Trust's ICT Manager, concludes *"Our relationship with Virtue began and developed because we've always felt it's a partnership. Some of my IT Teams were hesitant to work with someone new at first, however, looking at the support they had versus what we have now, they admit the difference is night and day. They feel a lot more supported working with the Virtue."*

- Our proven track record in reducing costs without reducing services alongside our excellent manufacturer relationships helps TFT consistently maximise their budget
- Because we're educational focused, we understand the diverse needs of the Primary & Secondary Schools, developing solutions that support them both
- TFT gains from our extensive experience working alongside their IT Teams & providing service support
- Our expertise in trust-wide planning & project delivery is Director-level led
- We've delivered a fit-for-purpose Trust-wide infrastructure that promotes their collaboration and standardisation aims



The Solution

01

Working with the Existing Teams

Firstly, we set about understanding the needs and concerns of the individual school IT Teams and alleviating their fears of working with a new IT company. We explained that we see our relationships with schools as partnerships. And most importantly, that our dedicated in-house specialists are an extension of their team, an additional support who are experts in their field; they're not a replacement for the school's IT Teams.

02

Precise Planning through Site Surveys

Our next step was to perform a full survey of each site. We needed to understand if each school's infrastructure was fit-for-purpose. In fact each Primary needed new servers, as did one of the secondary schools, President Kennedy School. The school was actually in the process of procuring these and we were able to help them refine their requirements to save them money. We also re-purposed the existing kit at the remaining Secondary Schools and upgraded them to reduce costs and help them maximise their budgets.

03

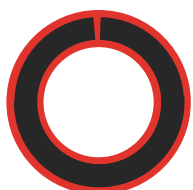
Building a Budget-friendly Backup Solution

As part of our infrastructure design for The Futures Trust, we also developed a trust-wide backup solution. To maximise the Trust's budget, each site has its own local backup of their data and, another one of the trust schools also holds its own copy. Backups are run overnight to avoid impact on teaching and learning in the day. This solution enables speedy disaster recovery and provides scalability. It also means the schools don't need an external 3rd party backup solution which reduces costs.

04

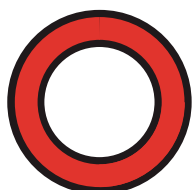
Our Relationship Today

We're delighted that following our delivery of their infrastructure projects The Futures Trust remain strong partners with us. Their infrastructure project was and still is managed by our Operations Director Will Stead. The Trust engage in regular reviews with us to assess risk management. Will communicates with Stakeholders across TFT and co-ordinates the delivery of any changes and ensures on time project delivery.



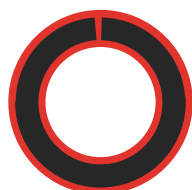
99.4% Overall Satisfaction

Averaged total scored on all customer's answered satisfaction surveys since their implementation in 2016.



100% Project Satisfaction

Averaged total scored on customer's Project based satisfaction surveys since their implementation in 2016.



99.2% Service Desk Satisfaction

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