



PERSHORE HIGH SCHOOL

Pershore were looking at a new internet solution, they knew they wanted something that was more flexible and reliable than their current solution. However, the speed of the connection was also an important consideration. They also wanted to partner with an IT company who could offer them service support.

Pershore High School is an Academy with over 1,000 students. A former comprehensive, the school was established in 1973 and has supported students aged 12 to 18, coeducationally ever since. At Pershore, they strive to instil a life-long love of learning in their students to enable them to reach their full potential.

The Challenge

Pershore had issues with their local council provided broadband, struggling with their internet in terms of reliability, speed and several periods of down time. As a newly formed MAT, they also wanted to build connectivity for their entire Multi Academy Trust, the Avonreach Academy Trust, and needed a flexible platform in order to move it forward. In particular, they needed change requests to be fulfilled speedily, which was not happening under their current provider. The Leadership, Finance and IT Teams all wanted something new.

In terms of a Support Service Provider, the quality and response speed were of paramount importance, especially the speed of change requests as the current slow turnaround was having a direct impact on teaching and learning.

We set about detailing a solution that focused on security, budget maximisation and ensured we built it with the wider MAT in mind. We also factored in contingency plans as the school would struggle to run effectively without some critical applications, like their VoIP solution and emails.

x7
Increase in Change Request Speed, with 100% Completed within SLAs

x2
Increase in Internet Uptime

x2
Faster Internet Speeds

x6
Improvement in Business Continuity & Disaster Recovery

“ Our new connection, which is twice as fast as the old one and includes an autonomous backup line, was slightly cheaper than the renewal price from our old supplier. I was amazed, we've reallocated that budget elsewhere. There's no hidden costs with Virtue. The installation of the new connection and support from Virtue throughout was second to none. We would not hesitate to recommend them to anyone seeking a new connection.”

- Andrew King,
ICT Technical Services Manager, Pershore High School

Supporting Stakeholders

Pershore needed their new internet provision to be reliable and quick, and as a provider, we would need to give high levels of quick response support to Pershore. Looking at the wider Trust plan, we knew we'd need to be able to support Avonreach with quick change management, sticking to strict and tight SLAs and providing flexibility to set-up was key to their future plans.

We worked with the Leadership, Finance and IT teams to understand each of their project needs to ensure the solution was fit-for-purpose for all the key stakeholders, and therefore Pershore as a whole.

We ensured that the solution would be reliable and flexible enough to support the multi-academy trust as well as the high school. We knew this was key to ensuring the image and credibility of the new MAT was maintained. As the MAT's only secondary school, Pershore feel responsible to support the other schools and be forward thinking when it comes to IT provision.

The MAT and school Finance Team wanted to balance the forward-thinking approach with costs to ensure their budgets were kept in check. They were concerned about both the total costs and escalating additional expenses, issues they'd experienced previously with other providers.

For the IT Team at Pershore and the wider MAT, the ease of management of a solution and the level of support available were priorities. As they looked to adopt a new internet solution, Pershore's ICT Technical Services Manager, Andrew King, wanted the comfort of integrated enterprise security. He was keen that a new solution would create a wider, joined up approach.



The Benefits

"The connection update has been almost 100% which is a massive improvement on the system we had in place before. Speeds of file transfers are astonishing and levels of service and support and knowledge by Virtue is fantastic." Andrew King, ICT Technical Services Manager, Pershore High School.

The work was all booked and scheduled in school holidays to ensure minimal disruption to teaching and learning. Each of their concerns; reliability, speed, system flexibility, security and cost, we all addressed by the solution Virtue developed and deployed.

With Virtue, Pershore's quality of service and their internet uptime has vastly improved. They have no more concerns about security following our deployment of the Sophos suite of security solutions.

Andrew King, ICT Technical Services Manager, Pershore High School said "Our new connection, which is also twice as fast as the old one and includes an autonomous backup line, was actually slightly cheaper than the renewal price from our old supplier. I was amazed, it's meant we can reallocate that budget elsewhere. There were no hidden costs with Virtue. The installation of the new connection and support from Virtue throughout was second to none."

- Quicker Speed of File Transfer
- More Uptime
- Faster Support Provider Response Time
- Tight SLAs for Change Requests

Andrew concludes ***"We would not hesitate to recommend them to anyone seeking a new connection."***

01

The new connection needed to be reliable, quick and with high levels of quick response support. Change management and flexibility are key to our future plans. Using our installation & support expertise, we designed a secure, agile platform that was 100% within budget.

02

We provided a 200mb Fibre circuit with autonomous EoFTTC backup to ensure business continuity. To secure their network we deployed Sophos Firewall and Web Filtering alongside SG430 Network and Web Protection. We also provided Sophos Endpoint protection as an anti-virus and their anti-ransomware solution, Intercept X.

03

Because Pershore High School told us how much they would value quick, high-quality support, we put them on our Gold Support Package. It means that there's a maximum 4 hour response time for change requests when they're done through the our Helpdesk. It also means we can offer in depth support and control of what to block and allow on the school's network.

04

We designed the solution with an additional autonomous fail-over to EoFTTC line. They still haven't needed to use this yet, however, it'll help them run critical applications, like email and VoIP over these lines. This was a level of flexibility they needed and hadn't previously had. We've thoroughly tested the autonomous backup line and it worked brilliantly throughout those tests.