



St. George's C of E Primary

With just over 200 pupils, St. George's provides a positive and welcoming environment for the 5-11 year olds it supports. The co-educational single form entry Primary School is set in the Barbourne area, within the historical city of Worcester. The school aims to give their pupils the opportunity to grow in an atmosphere of mutual love and respect.

When searching for a new internet provider, they turned to local high school Pershore for advice before choosing their new service provider.

The Challenge



St. George's had issues with their council provided broadband, struggling with their internet provision in terms of reliability, speed, down time.

While considering quotes from potential new suppliers, they also spoke to other schools in the area, including Pershore High School, the secondary school their students feed in to.

IT lead at Pershore, Andrew King, recommended they also consider Virtue Technologies as a potential Internet Service Provider (ISP) because of the positive experience they had upon switching to Virtue.

Once approached by St. George's, Virtue Account Manager for the Primary Sector, Bruce Parker, was interested in learning about their requirements so we could scope out a solution that would fully support their needs.

100%

Support within SLAs
Completion of Change Requests within SLAs

80mbps

Download Speed
& up to 20Mbps upload via a EoFTTC high speed connection

x2

Faster Internet Speeds

x7

Increase in Change Request Speed

x2

Increase in Uptime



As we don't have our own in-house IT Team, it's crucial for our technology to be reliable so as not to negatively impact teaching and learning. We really appreciate the advice Andrew at Pershore kindly provides. By pointing us towards Virtue he's truly helped us improve our internet provision for staff and students."

- Gill Gittins, Headteacher, St. George's Catholic Primary School



We're more than happy to support other local schools and offer advice, especially when we feel we've got it right. Virtue are the perfect IT partner for us and that all started with the superior internet solution they spec'ed up for us and their ongoing support. I wasn't 100% sure that everything we gained from working with them would translate to the Primary Sector but I thought St. George's should consider them. Following my recommendation, 3 Primary Schools in our area now also use them as an ISP. It's great to know the second-to-none service and support they provide us is now also given to the Primaries we work with."

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

The Benefits

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, were all addressed by the solution Virtue developed and deployed.

With Virtue, St. George'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.



Our new connection, is much faster than the old one and there were no hidden costs with Virtue. We're looking forward to our school being fully up and running again so we can truly put our new provision through its paces."

- Gill Gittins, Headteacher, St. George's Catholic Primary School

We've been an Internet Service Provider for over 10 years, and working exclusively in the education sector, we're an ISP for over 200 schools. This has enabled us to refine the way that we work with educators and provide their internet.

We take a joined-up approach to infrastructure. This enabled us to look at not just the connectivity of St. George's but to also ensure that the network and security were working in harmony with the solution planned and deployed.

Throughout the entire project, St. George's worked with Account Manager Bruce as a single point of contact. They knew they could pick up the phone at any time to check on progress. Bruce could work with our in-house team of engineers and technical experts to provide updates to St. George's whenever needed.

Ongoing, our in-house Virtue Technologies Help desk team offer support including a maximum 4 hour response time when controlling what to block or allow on the school network to ensure new applications are added swiftly, as long as they're safe.

Ultimately, St. George's Catholic Primary School benefited from our internet provision through:

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



The Solution

Following Pershore's recommendation, we wanted to highlight to St. George's that we could fulfil their requirements at a Primary Sector level, as well as building larger solutions as we'd done with Pershore.

We spoke to Pershore's Andrew King as their IT advisor as well as St. George's Headteacher Gill Gittins about the school's needs. We knew the school has gone to other providers for quotes and while we weren't sure we'd provide the cheapest solution, we were confident we'd offer the most cost-effective one.

Knowing that the school wanted to get a fast, reliable connection to the internet, we suggested a line with speeds that would allow them to access data quickly and efficiently, without being cost prohibitive. Now the teachers know they can access their online resources, whenever they need them, logon to an online classroom or stream a YouTube video and their connection will simply work. Now St. George's internet supports teaching and learning, instead of acting as a barrier to it.

We also looked into the school's wider IT infrastructure requirements and suggested they bolster their security. In order to do so, we provided Sophos XG Firewall and EnterpriseGuard creating layered network, web and firewall protection as well as device and server protection for the school.



The Virtue Difference

The entire project was created and costed with a fixed costs guarantee prior to the work beginning. St. George's chose to work with us because we developed the best solution for their needs. We offer quality support as standard to our internet customers so they can be confident in the speed and reliability of their connection.

We understand education and the role of technology in the classroom. We understand the impact on the internet when a classroom of 30 pick up tablets and go online and we know it should just work. It's why we build solutions that enable this and it's the reason Pershore began working with us, and recommended us to St. George's. It's also reason they now both use us as their ISP.