# Two Counties Trust

The Trust was a brand-new customer to Virtue Technologies when we undertook this project with the team at Two Counties. Joe Redmond, Network Manager of Wilsthorpe School, which is the most recent addition to the MAT, introduced us to the wider Trust. We had worked with Joe on Wilsthorpe School's migration to an Office 365 solution in late 2018 prior to them joining the Two Counties Multi Academy Trust.

This meant Joe had not only worked with Virtue previously, but that we'd actually deployed the very solution with him that the wider Trust required.

## The Project

Two Counties was in a sort of half-way stage with their Trust when they were introduced to Virtue. Most of their schools had already migrated to Office 365, however some of them were still using Microsoft Office as an on-premise solution. Due to their desire to have one cohesive IT Strategy, they wanted to move the remaining schools across to the Cloud version too, to Office 365.

They wanted to adopt Office 365 across the whole Trust to provide an improved user experience for students and staff. It would also give them the ability to introduce a Trust wide O365 backup policy that they were preparing to implement.

**100%**
in-house Support & MAT Standardisation

**x3**
Office Email & Data Migrations

**5,000+**
Staff & Students Supported

**100%**
in Budget, with No Hidden Costs

> " I introduced the Two Counties Team to Virtue because they'd helped me so successfully with the Wilsthorpe Office 365 migration. I knew other schools in our Trust had struggled when handling the migration themselves and was keen to help ensure that the last three schools would get the solution in place seamlessly and cost-effectively."
>
> - Joe Redmond,
>  Network Manager, Wilsthorpe School & Friesland School

# The Benefits

The day-to-day benefits for Staff and Students. Teachers and pupils can now access their resources and data faster and from anywhere.

With Office 365 which means learning's no longer confined to the classroom, helping students to develop skills ready for higher education and the world of work.

- **Faster user access**
- **Improved user experience**
- **School centralised storage for all emails and data**
- **Enabled the roll-out of a Trust-wide O365 backup policy**
- **Standardisation across Trust schools**

# The Planning

**01**
Following a site visit to each school, Pete was able to assess the current set up of their Office solutions and understand how tricky the migration of each would be and therefore how long it would take.

**02**
Friesland School didn't have a hybrid solution in place, so we just dealt with their legacy tenants. Ashfield School and Swanwick Hall School both operated with a type of hybrid solution, however, both were set-up differently.

**03**
Pete knew that both hybrid solutions had each been set-up by on-site staff, which is why they were different. To fully align all the schools, he wanted to roll-out the same streamlined Office 365 set-up to ensure that they were easier to manage for the IT Teams moving forward, even if they moved to a different school in the MAT.

**04**
We scheduled all the work for each school to be done in school holidays to ensure there was no disruption to students learning. We, migrated all the data at each site, tested the solution and ensured it was working prior to retiring the on-premise servers. We then checked each school and the Trust were happy before signing off each school and the project as a whole.

## The Virtue Difference
**Pre-sales Consulting:**

It's important to learn what's key for the customer so we can tailor our approach.

With Two Counties each school's autonomy is a core value of the Trust, we knew that the 1 tenant (and domain) Office 365 set-up that we've deployed in several other multi-academy trusts wouldn't work for them.
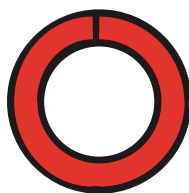
## The Conclusion

Virtue's approach, ensuring that Two Counties got the right solution for them, really impressed Mark Watson, the Trust's Strategic ICT Manager.

We believe it's one of the reasons Two Counties trusted us to carry out the project for them and continue to work with us.

**98% Projects Satisfaction**

Averaged total scored on customer's Project based satisfaction surveys

**99% Overall Satisfaction**

Averaged total scored on all of the customer's satisfaction surveys

**100% Service Desk Satisfaction**

Averaged total scored on customer's Service Desk based satisfaction surveys