



Case Study: Westfield School



Westfield
S C H O O L

Customer: Westfield School

Website: www.westfield.newcastle.sch.uk/

Country: UK

Industry: Education

Customer Profile:

Westfield is an independent day school for girls based in the heart of Gosforth, Newcastle upon Tyne and is one of the leading private schools in the region.

Software and services:

- Cloud Computing Solution
- Terminal Services Remote Desktop Solution
- Internet Connection Services
- Data Centre Services
- 'One Touch' Support Services

"We were thrilled with the solution that the team from Knowledge I.T provided. They have helped to save on our long term I.T costs, offered a fantastically secure system and have also shown us ways in which we can dramatically reduce our carbon footprint in the process"

Business Needs

Westfield is an independent day school for girls based in the heart of Gosforth, Newcastle upon Tyne and is one of the leading private schools in the region. The School was founded in 1960 and was established on the Gordonstoun model where the children are treated as individuals in the belief that every child has something valuable to offer and that unique gift in every girl should be nurtured.

The School is totally committed to providing the best education for girls in Newcastle and has a rolling programme of investment in its learning resources. As part of this programme, the school identified the need to implement a major overhaul of their ICT systems. As with most educational institutions, the main challenge was to offer reliable, safe and secure network services to pupils whilst maintaining full functionality to the faculty and staff.

For such a wholesale upgrade and investment, budget was a concern with the need to keep capital outlays and ongoing costs to a minimum.

Westfield were also looking for an end-to-end solution that did not require onsite technical support or management.

The Solution

After careful consideration, the school selected Knowledge I.T to deliver their new services via "The Cloud". This exciting technology saw the school's data and

applications moving to one of Knowledge I.T's highly secure and resilient North East-based Data Centres which are accredited to ISO 27001 for information security and typically reduce a client's IT carbon footprint by around 40 per cent. In addition, there was minimal capital outlay, as the new solution is financed via a 'utility style' billing arrangement.

The system is based on a Terminal Services Remote Desktop Solution. The Internet connection, which Knowledge also installed, is a 100Mb point-to-point connection between the school and Knowledge's Data Centres, which ensures speedy delivery of files and applications and a seamless working experience.

As well as basic Microsoft Office applications, design software for the art and graphics department is also delivered together with key financial and resource systems.

Rigid Security and authentication policies now exist, which feature controlled usage and administration policies. Also, by hosting everything offsite, Westfield no longer have the concern of any physical security issues or onsite management of technical equipment.

Finally, the solution enables Westfield to experience the benefits of Best of Breed Technology Products, such as HP Blade Servers, EMC and Cisco without the internal overheads and outlay.



The Benefits

As this is a fully managed service, Knowledge I.T maintains the minimal onsite hardware and more importantly, all software – including updates. The Knowledge 'One Touch' service enables Westfield to report any issue immediately via Knowledge I.T's 'One Point' customer portal using a desktop agent.

All connectivity is monitored by Knowledge's Network Operations Centre 24/7, and the whole service is wrapped up with a 99.999% Service Level Agreement.

The Terminal Services technology now allows staff to hot-desk and work remotely, which has enabled Westfield to increase productivity and lower their carbon footprint.

As budget was an issue, there was minimal capital outlay on this new solution, with the service being funded by a quarterly 'utility style' payment.

Headmistress, Marion Farndale, says: "We were thrilled with the solution that the team from Knowledge I.T provided. They have helped to save on our long term I.T costs, offered a fantastically secure system and have also shown us ways in which we can dramatically reduce our carbon footprint in the process."



KNOWLEDGE I.T



Microsoft Partner



vmware | authorized CONSULTANT

2011 Preferred Partner GOLD
hp



Contact Knowledge Today
Call: 0845 142 0020 or visit
www.knowledgeit.co.uk

Copyright © 2012 Knowledge I.T. All rights reserved, brand & product names mentioned are trademarks or registered trademarks of their respective companies.