



Delivering a platform for education

An Independent School in North London has worked with ITS to upgrade their IT to provide a cost-effective infrastructure across multiple buildings and departments. ITS provided both the engineering resource to make this happen and the ongoing IT Support to ensure continued operation.

The project:

- Upgrade wired networks to a single managed Gigabit network.
- Integrate disconnected buildings with a wireless bridge network.
- Virtual networks to support office and education applications.
- Backup internet VPN
- Provide ongoing support after implementation

The problem

The school had both education and administration functions spread across several separate buildings. The buildings were joined by a wireless bridge due to local geography. Staff suffered frequent long-term outages when trying to remotely access IT services in other buildings.

IT management across the campus was very difficult. Unreliable network connectivity meant many automated IT maintenance tasks (such as virus and patch updates) failed.

As a modern school, the client also realised that high-quality IT support was necessary to ensure smooth running of their technology. Laptops, electronic whiteboards and server storage are an essential part of their classroom infrastructure.

The solution

ITS worked with the school to understand the nature of their problems. This led to complete analysis of their data network and its ability to work with administration and classroom applications. As a full service provider ITS was able to:

- Work with staff and a 3rd party vendor (RM) to analyse the situation and propose a project to rectify the problems
- Provide a network design, approved by an equipment manufacturer
- Implement the new network: wiring; network components; wireless bridge; Windows network reconfiguration.
- Work with RM to ensure their configuration of the new network
- Provide onsite and remote support to ensure a smooth transition to the new network and to keep it running effectively