

Summary

On an initial visit to Kennall Vale School to discuss a maintenance contract, NCI found many issues with their ICT infrastructure, including their backup and storage.

NCI worked with the school before their contract started to correct these issues including an emergency backup as the school had less than 2 days storage space remaining on their server.

Contracts/ Agreements with NCI:

NCI Standard School Agreement

Kennall Vale Primary School, Ponsanooth, caters for up to 120 pupil's aged 5-11 years old. The school has a good amount of ICT resources for their pupils including an ICT suite and further PCs, laptops and interactive whiteboards in the classrooms.



The Situation

Kennall Vale approached NCI as they were looking for a local company to support the ICT infrastructure in their school.

During the initial meeting it became evident that among other issues there was the pressing matter of their server only having about 2 day's worth of storage space remaining! The school had no other means of storing data so after this storage ran out they would not be able to save any of the teacher's or the pupil's work.

The school also had other issues with their network. The ICT suite was not configured correctly meaning that there were constant problems with logging in and accessing their work.

There was also a lot of hardware such as laptops and PCs that had been poorly setup and configured so they were put to one side and unused which meant that the school had less resources for the pupils to actually use.

Kennall Vale also had 5 PCs and 5 laptops that they had purchased but had not installed, again this decreased the amount of ICT hardware the pupils had available to them.



The Solution

During the initial meeting, we carried out an emergency backup of the server to ensure that no data would be lost and to help create some additional space on the server. Since then, we have re-organised all the school data, removing duplications and decreasing large file sizes. User documents were being stored locally on the machines, so if the machines failed they would lose all their work. Our engineer has been working very closely with the teachers showing them best practices including where and how to store large files. As a result the school's existing server now has much more remaining storage capacity so it will not need replacing for quite a while, saving the school an unnecessary expense.

We have setup the student user profiles to NCI's configurations giving them the correct levels of access to programs and documents. We have also updated the server policies and active directories to speed up the network. All the hardware labelled as unusable by the school, had actually just been wrongly configured and NCI remedied this at the first opportunity. We also configured and installed the new PCs that the school had purchased. This has dramatically increased the number of PCs and laptops the pupils have available to them for use. We also installed NOD antivirus on their server, this gives them professional and comprehensive security.

Signing up to a support contract means that Kennall Vale has a dedicated NCI engineer. This gives the school an engineer who gets to know their network and staff and allows a relationship to be formed. We work closely with the teachers and they know that any ICT issues they have will be dealt with quickly.



Benefits

Their storage issues have been resolved meaning that we have saved the school from having to purchase an additional server or storage

All unused hardware has been configured and installed, giving the pupils and staff more ICT resource.

A support contract gives the school peace of mind that their ICT is being looked after and they have a dedicated engineer to speak to about any issues.



Going Forward

Since NCI started working with Kennall Vale a lot of issues have been resolved. This has given the school a starting point to work from when developing their ICT for future needs. Having an NCI engineer working with them allows the school to organise their ICT how they want it and discuss any plans or equipment needs with a professional. Going forward NCI are on hand to support the school and develop their infrastructure in line with any future requirements.



01326 379 497



schools@ncitech.co.uk



www.ncitech.co.uk

“ NCI were recommended by many colleagues in local schools and we are **pleased** to have them working with us. In the past ICT had been a continual and increasing set of problems. As a small school there's often no one available to help! With NCI we have **peace of mind** that the system is maintained and any difficulties will be dealt with in a **timely** and **efficient** manner.

We are all looking forward to working with **NCI** to move forward and **improve** provision, rather than dealing with a back-log. The team has an **excellent understanding of schools** and their use of ICT, facilitating practical and customised provision which meets the needs of the **individual school**.

The initial visits made to the school by members of the NCI team were **great, hands on** and **proactive** making simple suggestions that would have good impact. Small changes and improvements often make a **big difference** improving teaching and learning throughout the school. ”

Ann Force - Head Teacher



2011 PARTNER OF THE YEAR
OEM Hardware Reseller
Winner

