

ICT INFRASTRUCTURE SERVICES

Providing schools with a complete end-to-end ICT infrastructure – from consultation and planning, to design, implementation and ongoing technical support – we offer full procurement and managed services with the most cost effective mix of cloud-based and on-premises solutions.

“I have nothing but praise for Edtech.”

Mary Davis, Deputy Principal Curriculum & Assessment/ IT & ICT – Te Awamutu College



David Prout, ICT Lead Teacher and Mary Davis, Deputy Principal, Curriculum & Assessment/ IT & ICT – Te Awamutu College, Te Awamutu, Waikato

A bright ICT future at Te Awamutu College

Edtech delivered a complete server and infrastructure upgrade to Te Awamutu College, on time and on budget, ending months of frustrations caused by a slow and unreliable network – and creating a robust and reliable platform for future demands.

The upgrade included new HP servers, network switches and a complete installation of all systems from the ground up. Edtech also reconfigured the college’s fleet of over 200 PCs and more than 50 teacher laptops, printers and other wireless equipment.

Edtech completed the easy-to-manage, locally supported network in just two weeks. The result is a stable and adaptable platform that underpins the goals of the college’s future-focussed IT strategy. Edtech is responsible for all ongoing support and maintenance.

Prior to engaging with Edtech, the college was ‘very dissatisfied’ with its IT, say Mary Davis, Te Awamutu College’s Deputy Principal, Curriculum & Assessment/ IT & ICT and David Prout, ICT Lead Teacher.

“We had frequent network outages and slow network speed,” Mary says. “It was highly frustrating, particularly for teachers and administration staff.”

David Prout says the college’s key requirements were for better, more proactive service; regular, transparent and

more effective communication; flexibility, reliability and continuity. The college decided to look for a Waikato-based provider that could deliver.

Future-focussed solution

The decision to partner with Edtech was unanimous.

“Edtech had the best-presented proposal. It was thorough, well-researched, clearly communicated and simple to understand,” David says.

Mary says Edtech’s friendliness, professionalism and transparency impressed her, as did the fact that Edtech’s Al Ritchie comprehensively audited the college’s existing environment and presented the Board with realistic upgrade options and choices to consider.

“Edtech offered future-focussed solutions, while acknowledging and dealing with the reality of the college’s existing situation,” she says.

David says Edtech’s proven reputation in the Education sector gave the college confidence.

“We’ve only ever heard positive feedback,” he says.

Seamless transition

The college was initially anxious about the infrastructure upgrade – particularly the potential impact of the server installation on staff and students. ▶

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“Edtech alleviated our concerns and the implementation went very smoothly,” says Mary Davis. “The transition was seamless and we felt supported every step of the way.”

“With projects like these, there is always going to be an impact but Edtech ensured it was minimal,” David says. “The follow up assistance Edtech provided was awesome.”

Ongoing support and collaboration

Edtech put a support team in place before, during and for two weeks after the installation to trouble shoot and ensure the college had the support and guidance it needed. Edtech also provided comprehensive user training for the new system.

The college has a ‘mid-level support’ Service Level Agreement. This sees Edtech provide four hours of scheduled onsite technical support a week, during the 40 active weeks of the school year, to manage the day-to-day requirements of running the network. On-call technical support is available as requested, while the Edtech Service Desk provides additional cover and support.

“We’re very satisfied that everything happened exactly as planned.”

***David Prout, ICT Lead Teacher
Te Awamutu College***

Ongoing, open communication, collaboration and support are key to the success of the relationship between Edtech and Te Awamutu College. Edtech’s Al Ritchie works closely with David and the college’s IT technician and provides additional support and advice as needed. He also attends IT committee meetings.

Delivering on key requirements

David and Mary say Edtech has delivered on the college’s key requirements. The college receives reliable, proactive service and regular reports from Edtech, while trouble-shooting occurs immediately. The college is particularly impressed with the level and transparency of communication from Edtech.

“We really feel like we’re being listened to,” Mary says. “In terms of ensuring the college’s ICT is future-proof, Edtech provides invaluable ongoing advice and support.”

David Prout says everything is working ‘pretty much perfectly.’ “We’re very satisfied that everything happened exactly as planned. The staff are happy, which is important. Any issues we’ve had are resolved so quickly, they’re almost non-issues,” he says.

Mary Davis says the college is ‘delighted’ with Edtech’s services. “I have nothing but praise for Edtech,” she says. “We look forward to a long future working with them.”

Highlights

Te Awamutu College in the Waikato is a Decile 6 co-ed secondary school. It has a student roll of over 1,200 and 75 teachers. The college’s network infrastructure includes several servers, over 200 PCs and more than 50 teacher laptops.

Original problem

- Slow network, with frequent outages
- Servers in need of upgrade
- IT support provider unreliable
- Insufficient network storage space
- No reports from IT support provider
- IT issues going unresolved

The Edtech solution

- Clear, realistic, affordable options presented
- Seamless transition from previous IT provider
- Upgrade completed over two weeks in school holidays
- ‘Future-proofed’ ICT infrastructure
- Proactive service, problems sorted promptly
- Regular, transparent communication
- Tailored ongoing support

About Edtech

Edtech is the market leader in providing sophisticated, specialist ICT solutions to New Zealand’s Education sector.

Founded in 1992, Edtech’s value proposition is in its unique ability and track record of working with schools to help them build and manage integrated ICT systems spanning ICT infrastructure; electronic administration, financial and accounting solutions; software hosting solutions; and the Edtech-developed Ultranet Learning Management System.



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