



# Case Study

## Overview

As one of the largest schools in the country, and part of the Two Counties Trust, Ashfield School operate in a vibrant and fast-paced environment. They began to experience a gradual degradation of service and expertise from their SIMS Support provider, it became increasingly difficult for them to contact knowledgeable staff, which consequently led to long wait times for resolutions. Ashfield School quickly realised that their SIMS Support solution did not fully meet their expectations.

After conducting a comprehensive review of their SIMS Support contract, it was decided to transfer all of their SIMS.net support to School ICT, the process of which was incredibly smooth. A couple of conversations and a remote session was literally all it took.

## Challenges

Before moving their support contract over to School ICT, Ashfield school did have initial reservations due to the **cost saving** being **over £11k per annum cheaper** than their previous provider: would a reduction in costs equate to a reduction in quality? After speaking to various members of staff at School ICT, and some of their customers, Ashfield School quickly realised that any fears they may have had were completely unfounded. **Anthony Ince, Systems Manager said: 'We have been blown away by the support received from School ICT. We were wary about leaving the local authority, but it has been a great decision for us!'**

## Conclusion

At Ashfield School, their systems play a pivotal part in the school's success and with the first class level of support that School ICT provides, it means that they can pro-actively concentrate on developing these systems to continually drive improvement, safe in the knowledge that comprehensive SIMS advice and guidance is always available should it be needed.

## How School ICT Helped

Over the last year, Ashfield School has benefited from both SIMS and Technical support including:

- General SIMS queries
- SIMS server migration
- Reconfiguration and deployment of SOLUS
- Cloud based SIMS backup solution
- Autumn Post 16 Census support

A huge improvement for Ashfield School has been the turnaround time for resolving telephone reported issues, which **Anthony, the Systems Manager said: 'Is excellent, and more often than not someone is available to help you immediately. School ICT staff are always professional, friendly and extremely knowledgeable, and the regular communication we receive from them on SIMS issues and updates helps us to stay ahead of the game. We have also attended one of their training sessions at their dedicated training centre, which was invaluable, and in our experience, far better than other competitors training provisions'.**

School ICT consultants also supported with the daunting task of conducting what turned out to be a complete overhaul of SIMS Course Manager for the Autumn Post 16 Census, ensuring that procedures and protocols were in place for future Statutory Returns. The school said: **'The return would never have been completed on time without the extensive support from the team at School ICT' and resulted in securing an additional £200,000 of funding.'**

**'We are highly delighted with the level of service we receive from School ICT. What we have achieved at Ashfield School is a vastly superior provision of SIMS support for a fraction of the cost. Out of all the support contracts we have, School ICT stands head and shoulders above the rest and I would not hesitate to endorse the impressive service they provide'. Anthony Ince, Systems Manager.**

