

Derby Moor Community Sports College



European Electronique works in partnership with Derby Moor College to deliver a proactive Managed Service

Background

European Electronique, a leading technology company specialising in ICT solutions for education, was delighted to be chosen as the Managed Service partner for Derby Moor Community Sports College.

The company has, for a number of years, been at the forefront of working with independent state funded schools (typically Academies) that have either been established from new or have been subject to a significant refurbishment or new build programme. To date, the business has completed in excess of one hundred projects of this type.

In addition, European Electronique supports thousands of educational ICT users all over the UK. Our flexible Managed Service has been arrived at through many years of experience and refinement. These services enable us to focus on end user support and satisfaction.

The various components that are offered ensure a seamless integration of the service within any education establishment. EE's service offerings are inherently flexible and dynamic in nature. This allows schools to benefit from the required resources when and where they need them. The ultimate culmination of our efforts allows staff and learners to focus on their core objective which is teaching and learning.

The above was the catalyst in determining why the College decided to go into partnership with European Electronique. The company believe the college can have complete confidence knowing that European Electronique has the ability to deliver on a project which means so much not just to the College but also to the wider community.

The Managed Service Solution

EE developed a tailored Managed Service solution which would best match the College's vision. The College already had an ICT Department that they wanted to retain. The solution therefore encompassed the transfer of the Network Manager and ICT technician to EE via the TUPE process. A third ICT technician is employed directly by the College; EE will manage this individual through a "Licensed Technician" type arrangement. This technician will support the College's partner primary schools and a nursery.

The College has access to EE's central Service Desk which is the single point of contact for anything associated to ICT; this includes logging incidents, obtaining help and requesting changes. Users have the ability to log calls by phone, email or via a helpdesk web-portal. The web-portal also allows users to track and escalate calls online as well as access a Knowledge Base.

The onsite technicians are supplemented by EE's third line support engineers who are available to assist them remotely and onsite in connection with more complex problems. The third line technicians also provide preventative maintenance services on problems identified by our monitoring processes.

The solution includes network monitoring using EE's tool, Nestor. Nestor allows us to centrally manage and maintain the core ICT network remotely; leaving the onsite technicians with more time to provide proactive face-to-face user support.

Nestor also allows us to identify capacity issues, establish trends in usage peaks, troughs and provides early fault detection. Network monitoring and preventative maintenance allows the College to benefit from a truly proactive service concerned with preventing problems from occurring in the first place.

The service components that have been offered are underpinned by EE's Service Delivery Manager. This individual manages the team onsite and ensures the service not just meets, but reasonably exceeds, the expectations of users.

About the College

Derby Moor is a community school, catering for students between the ages of 11-18. They were the first Trust School in Derby and were officially launched in March 2010. The main focus of the Trust is to ensure rounded education for all students is provided, supporting their development as learners and as responsible members the community, raising expectations and contributing to the well-being and cohesion of the community.

Their specialism is in sports, which was awarded to them in 2004. With this in mind, the school's aim is to raise standards of achievement in physical education and sport for all of its students across the ability range leading to a whole school improvement.

Enhancing the college's sports specialism was being officially welcomed into London 2012's Get Set network, in recognition of their commitment to the Olympic and Paralympic Values. This is linked to the



work the college does for example, using sport in English lessons; the pastoral house system; international sports links with Kenya and Bangladesh and work within the Physical and Creative Faculty.

Going into partnership with EE will give the college a Managed Service solution which will exceed their expectations and they can feel confident they have chosen a dynamic, innovative and hardworking partner with which to drive ICT forward.

Yolanta Gill, CEO of European Electronique, stated: "We are thrilled that Derby Moor College has chosen European Electronique as their ICT Managed Services partner as it is always difficult to determine who the "best for the job" will be. The team chosen for this project is second to none and the college can rest assured that our staff will go above and beyond to ensure the expectations are met and in most cases, exceeded".

About European Electronique

European Electronique is a leading technology company with 22 years' experience in ICT and a reputation for innovation. The company is a market leader in the education sector while delivering innovative customised solutions to other markets including; Local and Central Government, Emergency Services, Housing and Healthcare.

European Electronique's skills are recognised at national Government level and the company is accredited by Buying Solutions, the national procurement framework for UK public services, an Executive Agency of the Office of Government Commerce in the Treasury; and is an Approved Supplier for the Department for Education's ICT Services Framework Agreement, providing solutions to the education sector.

European Electronique's principal areas of business activity are the provision of:

- ❖ One-stop supply chain solutions (Procurement Services)
- ❖ Infrastructure Services Projects
- ❖ Maintenance and support services, including ITIL and FITS compliant