

Case Study

Riddlesden St Mary's Primary School



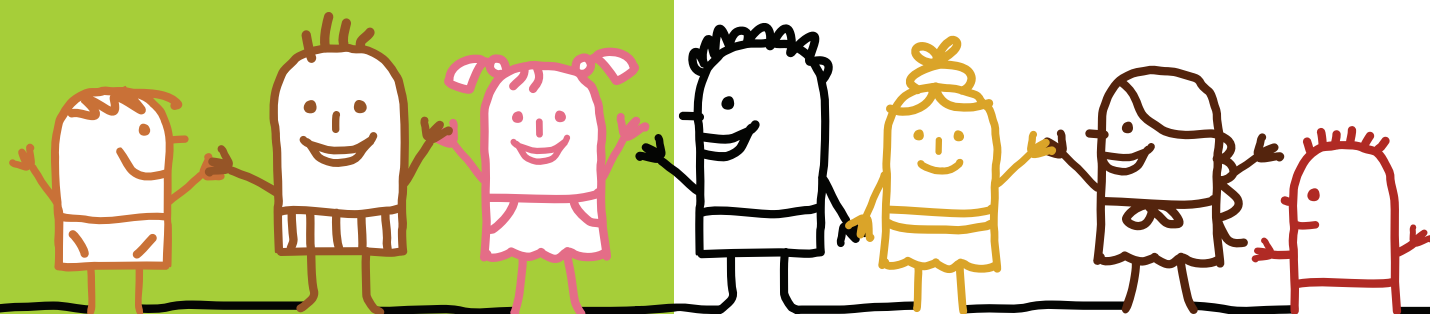
Riddlesden St Mary's CE (Aided) Primary School signed up with Datacable in spring 2013. The school was well-equipped in terms of ICT, but the system had grown in an unplanned way over the years and just didn't operate reliably as a result.

Staff at the school did not have much confidence in the IT network and therefore it was underused and looking neglected and untidy. It did not stimulate exciting teaching and learning and outcomes were disappointing, with the school not getting much return for their investment. Security, e-safety and software licensing were also haphazard.

Datacable was selected as the right company to put things right and – remarkably rapidly – overhauled the whole system including: servers, cabling, e-safety, security, wireless, licensing and audio visual.

It didn't cost the school the earth, but it changed the whole IT infrastructure from a liability to an asset. As a result staff confidence in the system blossomed in the following areas:

- Confidence that the kit would work reliably in lessons
- Confidence that if any problems did occur that they had the right level of support to guarantee a prompt resolution
- Confidence that they could approach their dedicated Datacable technician to ask for help – no matter how big or small the IT question or problem





Don't judge us by our promises. Judge us by our customer satisfaction.
This is what the staff at Riddlesden St Mary's say about us...

Eileen Jackson, Head Teacher

"Our IT systems were seriously in need of simplifying and updating. When they took on the contract, Datacable assessed our needs accurately, gave us timely advice, and supported us in the necessary changes.

They sorted out our highly complex problems amazingly fast. Ten of them were in school over half term, accomplishing a miraculous transformation.

The Datacable team are all polite, patient, informative and helpful. They are willing to come at any time in an emergency, and always go the extra mile."

Linda Wright, Deputy Head

"Datacable sorted out the foundations, and we now have a system that teachers can use with confidence. Our e-safety is also much better.

Our dedicated technician, Craig, is brilliant. Everyone in the school knows him and it's like he's a loyal and appreciated member of our staff, always cheerful, approachable and willing.

Now we have the added bonus of Susan Cutsforth coming in to advise us on software needs as part of our contract with Datacable. With her help, we have a comprehensive IT action plan that we know will work."

Helen Fox, Classroom teacher, Year 2

"There are now far fewer IT problems that interrupt lessons, and we have much more confidence using the equipment.

We have an efficient system for sorting any problems and our technician Craig is very approachable. I am very happy with the service."

Jackie Talbot, Parental Involvement and Learning Mentor

"I am a technophobe, but Datacable has been very good at explaining things to me, and I feel much more comfortable using the IT equipment now. They have always been very quick at putting things right when needed."

Helen Humphreys, Receptionist

"My working life is less frustrating now that the IT systems are reliable. Problems with the office computer system that have been worrying me for years have all been sorted out. It's a great relief!"

Sophie Kyriakides, Classroom teacher

"Since Datacable installed the new wireless network, and it works all the time, we have forgotten the ongoing struggle we used to have with it.

Inevitably small problems still arise with things like whiteboards and projectors, but they are dealt with much more promptly now."

Kevin Hogg, IT technician

"The Datacable trip to the BETT exhibition in January was enjoyable and really instructive – a good example of one of additional benefits of working with the company. The company on the coach was an interesting mix of like-minded people and the refreshments were spot-on!"