

A CLASS OF THEIR OWN

Managed services and dedicated support enhance the learning experience at Glasgow City Council schools



Local councils across the UK are responsible for providing high-quality educational services and support to schools in their areas. Many aim to improve the standard of education and raise overall achievement through the services they provide. They must ensure that every child has equal access to the same level of education and opportunity.

SOLUTIONS:

- MANAGED SERVICES



CUSTOMER PROFILE

COMPANY: Glasgow City Council
Education Services

INDUSTRY: Education

COUNTRY: UK

FOUNDED: 1996

EMPLOYEES: 30,000

WEBSITE: www.glasgow.gov.uk

CHALLENGE

Glasgow City Council wanted to replace the IT infrastructure in 292 of its nursery and primary schools. It needed to standardise technology across all schools and find a managed service solution to simplify maintenance. The council also wanted a dedicated helpdesk extended to the nursery schools, ensuring all problems could be fixed quickly and effectively.

SOLUTION

Dell introduced a state-of-the-art ICT managed service. In addition to supplying 7,200 desktops, Dell will maintain all of the networks and servers and also provide a dedicated service desk to manage the schools' ICT requirements.

BENEFITS

Get IT Faster

- Dell introduced 7,200 desktops and notebooks to 292 schools, including provision of training sessions for teachers

Run IT Better

- Cutting-edge, reliable technology enhances the learning experience
- Enhanced collaboration creates an innovative learning environment
- Remote management simplifies systems maintenance

Grow IT Smarter

- Dedicated helpdesk provides peace of mind and excellent support



The Education Services department at Glasgow City Council provide an education service to 29 secondary schools, 170 primary schools, 33 special needs schools and 122 nurseries. The council is responsible for equipping each school with the IT resources they need to optimise the learning and teaching experience.

Glasgow City Council has three key aims for education:

1. Maximise the learning potential of all young people of Glasgow
2. Provide education and support of the highest quality to all
3. Do so in a spirit of partnership and consultation

Archie Walker, ICT manager, Education Services, Glasgow City Council, says: "Our staff need to be able to depend on reliable technology that helps to enhance the teaching experience. That's why an IT infrastructure that is easy to use, reliable and continually up and running is so important."

Glasgow City Council was seeking to simplify and modernise the IT infrastructure in its primary (pre 12) and nursery (pre 5) schools. This would create the building blocks to help enrich and enhance all aspects of schooling, including learning and teaching, management and administration and pupil attainment and achievement. It would also create the opportunity for schools to have greater access to the council's intranet system to

share ideas, teaching practices and pupil contributions.

Glasgow City Council decided to implement a new, robust infrastructure that was highly available and easy to manage. Walker says: "We needed to find a technology partner that could provide our schools with an innovative, cost-effective solution along with dedicated support and management that also provided added value."



“THANKS TO DELL’S INNOVATIVE, ADDED VALUE MANAGED SERVICE, WE HAVE BEEN ABLE TO MODERNISE OUR ENTIRE ICT INFRASTRUCTURE.”

Archie Walker, ICT manager, Glasgow City Council

HOW IT WORKS

HARDWARE

- Dell™ PowerEdge™ 2950 and 1950 servers with Intel Xeon processors
- Dell/EMC CX3-80 storage area network (SAN)
- Dell™ 3110cn colour laser printers
- Dell™ OptiPlex™ 745 desktops
- Dell™ Latitude™ 120L notebooks

SERVICES

- Managed Client Support
 - Service Desk
 - Data Security
 - Asset Management
 - Field Services
- Dell Infrastructure Consulting Services (ICS)
 - Management

Dell won the competitive tender to implement, support and remotely manage a standardised environment based on Dell™ PowerEdge™ 2950 and 1950 servers, a Dell/EMC CX3-80 storage area network (SAN), 300 Dell 3110cn colour laser printers, 3,800 Dell OptiPlex™ 745 desktops and 3,400 Dell Latitude™ 120L notebooks.

Walker says: "Dell provided the best technology solution and also the best value to the Council. It was also the only company that could meet our high service level and support requirements. Dell made a comprehensive presentation to head teachers, educational advisers and educational IT experts. Dell's innovative solution was impressive. A clear

attraction was the proposal that for the first time all full-time equivalent teachers in primary schools and head teachers in nursery schools in Glasgow would be given access to their own notebook computer."

AN END-TO-END SOLUTION DESIGNED, IMPLEMENTED AND SUPPORTED BY DELL

Glasgow City Council wanted to provide all of its primary and nursery schools with access to a state-of-the-art, fully managed ICT service. Walker says: Dell delivered and implemented an innovative comprehensive solution at each of our schools."

“GLASGOW CITY COUNCIL IS MAKING A REAL INVESTMENT TO THE EDUCATION OF THEIR CHILDREN THAT WILL BE FELT FOR MANY YEARS TO COME.”

Archie Walker, ICT manager, Glasgow City Council



Dell delivered and installed 3,800 OptiPlex 745 desktops and 3,400 Latitude 120L notebooks. Walker says: “This was a large-scale project, involving the implementation of a range of technologies to an extended network of schools in a short space of time. Our schools now have a robust infrastructure on which we can depend.”

The solution ensured that Dell was responsible for all elements of IT delivery to the customer, from infrastructure support through to network provision and management.

ENHANCED COLLABORATION ENCOURAGES AN INNOVATIVE LEARNING ENVIRONMENT

After replacing its old ISDN lines with 2 megabytes per second digital subscriber lines (DSL), the Glasgow nursery and primary schools enjoy fast connection speeds and improved communication from school to school.

Walker says: “Under teacher supervision, pupils benefit from access to wireless

laptops in class, encouraging collaborative learning. When school finishes, the staff can log on safely and securely at home, providing anytime, anywhere access at a time that suits them.”

MANAGED SERVICES OFFERING SIMPLIFIES SYSTEM MAINTENANCE

Dell is responsible for server, storage and network maintenance across Glasgow’s primary and nursery schools. The Dell Managed Client Support package includes service desk activities such as remote takeover and around-the-clock support, while data security services such as patch management and virus protection provide the council with greater peace of mind. In addition, asset management services including software distribution ensure that Dell is responsible for the effective maintenance of each school’s IT environment.

Walker says: “The Dell managed service helps us to stay up to date with the latest technology developments. The Dell team

can remotely manage our IT infrastructure and deploy new educational software or patches with minimum interruption to each school’s day-to-day activities.

“The fact that each school is connected by the same network ensures that Dell can implement city-wide software updates quickly and without incident. We trust Dell to take care of all of our maintenance, security and support requirements.”

FLEXIBLE DELL HELPDESK SERVICE PROVIDES PEACE OF MIND

Dell provided the network of nursery and primary schools with a dedicated support helpdesk to resolve any technical issues. If staff place a call to the helpdesk, they are guaranteed to be speaking to a Dell expert within a minute of their call. Walker says: “Staff can get in touch with the Dell support team by phone or by email.”

“UNDER TEACHER SUPERVISION, PUPILS BENEFIT FROM ACCESS TO WIRELESS LAPTOPS IN CLASS, ENCOURAGING COLLABORATIVE LEARNING.”

Archie Walker, ICT manager, Glasgow City Council

Dell provides a service to the nursery and primary schools that enables staff to focus on teaching pupils. The helpdesk is not just a facility to log any IT related calls, but is core to ensuring that customer satisfaction is exceeded. Dell are able to resolve a high number of calls from staff, in one call. This enables staff to get an IT issue resolved quickly and helps staff manage IT and keep teaching time to high levels.

RELIABLE INFRASTRUCTURE BOOSTS CLASSROOM PRODUCTIVITY

Dell technology has boosted efficiency across the entire school network. Walker says: “The notebooks and desktops are so accessible that staff and pupils find the information they need very quickly. The new colour laser printers have also been a success-the speed and quality has been excellent.

“New printer materials can be ordered through a dedicated online catalogue.”

With a reliable infrastructure in place, teachers have more time to focus on enhancing the learning experience. Walker says: “Each of our primary and

nursery schools has access to a range of ICT resources as and when they need them.

The new technology has also helped to reassure parents, pupils and staff that Glasgow City Council is dedicated to improving primary and nursery education in the city. Walker says: “This modernisation of our ICT infrastructure, using Dell’s state-of-the-art fully managed service, clearly demonstrates to parents that Glasgow City Council is making a real investment to the education of their children that will be felt for many years to come.”

For more information on this case study or to read additional case studies, go to www.dell.com/casestudies and www.dell.co.uk

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