

CASE STUDY

Unlocking Arbor's Potential: Schools ICT's Multi-Layered Support for Wallands



Introduction

For over two decades, Wallands Primary School has relied on Schools ICT as their trusted Managed Service Provider. This long-standing partnership reached a significant milestone in 2023 when, alongside over 130 other schools, Wallands successfully migrated to a modern, cloud-based MIS platform. Schools ICT played a pivotal role in ensuring a smooth and successful transition for all participating schools.

Approach

"Thanks to Schools ICT's comprehensive support, we now have a much stronger understanding of Arbor, which has led to significant improvements in our use of the system. This has directly benefited our parents by the launch of Clubs and Trips and our leadership team by the bespoke Assessment setup.

The support we receive is multi-layered, encompassing everything from first-line service desk assistance and formal training courses, to expert consultancy."

Results

Service Desk Support

"Like most schools we check the Arbor help centre when we are stuck, but when we can't find or don't understand the article, we contact Schools ICT. Their support team's tenacity means they won't give up until they find a solution, ensuring we get back on track quickly."

Courses

"A training course on managing Clubs and Trips consolidated our knowledge and enabled us to launch to parents, and collect payments, further enhancing our parental MIS engagement via the portal, with associated cost savings."

Consultancy

"A one-to-one assessment consultancy from Schools ICT created a bespoke assessment and analysis system specific to the headteacher's requests and the school's needs."

Conclusion

CHALLENGES

- New MIS system
- Complexity
- Moving forward

BENEFITS

- Proactive support
- Specialised expertise
- Going the extra mile



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