



## Case Study

Core Support from Computeam | Meeting IT Challenges for Secondary Schools and Multi-Academy Trusts

**Client:**  
Holy Family Roman Catholic and Church of England College  
Penistone Grammar School

Holy Family RC & CE College



**Penistone  
Grammar School**

Secondary schools and large Multi-Academy Trusts (MATs) face unique challenges managing their IT infrastructure. With the aim of improving educational outcomes through technology, Computeam's Core Support provides a comprehensive solution for institutions seeking robust IT support systems.

## The Background

CompuTeam's Core Support is designed to provide essential third-line IT support, ensuring rapid issue resolution, strategic planning, and knowledge sharing.

This service is particularly beneficial for secondary schools and MATs with in-house IT teams, offering a layer of expertise that complements and improves existing capabilities.

Features of Core Support:

### Third-line IT support

Expert assistance for complex IT challenges that in-house teams may encounter.

### Fast issue resolution

A commitment to resolving IT issues swiftly to maintain uninterrupted educational delivery.

### Knowledge sharing

Core Support facilitates the sharing of best practices and insights, enhancing the overall IT proficiency within the school.

## The Benefits of Core Support

### Benefits for Large Multi-Academy Trusts

**Integrated systems:** Core Support helps with the integration of IT systems across the trust, delivering consistency and efficiency.

**Shared teaching and administrative processes:** The service supports the facilitation of shared resources and processes, optimising administrative tasks and teaching methods.

**Cost-effective procurement:** Strategic planning at the MAT level contributes to more cost-effective procurement decisions, maximising the value of IT investments.

### Benefits for Secondary Schools

**Enhanced IT reliability:** Core Support ensures that IT systems are consistently operational, minimising downtime and disruptions to the educational process.

**Strategic IT planning:** The service includes strategic planning assistance, helping schools align their technology growth with their educational goals.

**Proactive maintenance:** With Core Support, schools can anticipate and address IT issues before they escalate, ensuring a smooth technological environment.

# What Our Clients Say

## Penistone Grammar School

### Original reason for joining Computeam?

At the time of selecting to partner with Computeam we were looking to replace an incumbent service provider. We wanted to build an in-house team with 3rd party support. Computeam stood out as being an education focussed support partner - this was totally unique when compared with all the other providers. And this has been the main theme of working with Computeam: always looking for educational benefits brought by ICT development, alongside first rate support when it is needed.

### What are the main benefits of the service received?

CompuTEAM are a well resourced and reliable partner. Whenever our in-house team are unable to solve a problem, CompuTEAM are, and they are always willing to pass on the knowledge rather than retaining it for themselves. Alongside this, we have used CompuTEAM for a number of small and large scale projects, all designed to improve ICT provision with the classroom at the heart of any decisions.

Mr M O'Brien  
Director of IT and Data Development

## Holy Family Roman Catholic and Church of England College

"Our School, initially engaged CompuTEAM with the intention of enhancing our information and communication technology infrastructure. We were seeking a reliable partner to streamline our ICT operations and have oversight of our cyber security. After thorough research, recommendations from trusted sources and a full tender process, we decided to entrust our ICT needs to CompuTEAM."

"Since joining CompuTEAM, we have experienced numerous benefits that have positively impacted on the school."