



## SHIPLEY COLLEGE

# DEVELOPING IT THROUGH MANAGED SERVICES



As an active community member with a large number of employees and students relying on it for IT facilities, ShipleY College in Saltaire needed a scalable IT infrastructure that would operate efficiently; help them plan for the future; meet the demands of multiple users and avoid disruption through downtime or data loss. With the support of a third party, the College has achieved all this.

## SHIPLEY COLLEGE

ShipleY College offers an exceptional variety of courses and facilities to both students and its business community. Well known for the high quality and value of its provisions, ShipleY College is focussed on inspiring and supporting both learners and business users. By providing on-line access to services and making IT skills a priority for its employees, the College has succeeded in becoming a valuable resource to its public.

Based in Saltaire, the 'high-tech College on the heritage site' delivers full and part time courses to further education students and has the facilities to support essential skills training courses for adult learners. ShipleY College attracts regional business users by offering custom built short courses, conference and meeting facilities and work-based training schemes. The College's record for innovation and commitment to community regeneration and lifelong learning allows it a high standard of retention and achievement.

## THE CHALLENGE

ShipleY College required an IT infrastructure that would operate effectively over seven different locations, including four in its Saltaire campus and three in remote community centres in East ShipleY.

With 2500 college students, 250 employees and 450 PCs, the College demanded an IT network that was both efficient and reliable enough to support its academic and administrative needs. In addition to this, the College's in-house IT team had produced an ILT (Information Learning and Technology) Strategy which needed the support of additional, experienced IT professionals to ensure the planned development of the network was executed accurately and within specific timescales.

Alongside trying to keep up with the changing demands of the education market in terms of maximising funding available and developing the College as an e-learning provider; the College's commitment to and aspirations for its IT infrastructure led it to require the support of an off-site IT Services Management company.

## BENEFITS

- Tailored support solution
- Fixed price contract
- Transfer of responsibility
- On-hand support team for personnel
- Information sharing through best practise

## CNT

CNT is one of the UK's fastest growing Managed Services and Systems Providers. Working to deliver bespoke solutions to a wide range of both public and private sectors, CNT prides itself on its expertise, experience and commitment.

Partnering educational establishments is commonplace for CNT. Its understanding of how competitive and demanding this market is enables it to work alongside colleges and universities effectively and assist them in attracting and retaining learners.

CNT's work often involves working with organisations to help them expand the classroom to deliver distance learning capabilities and access to shared resources. The company is also focussed on delivering solutions tailored to educational budgets and designed to assist with reducing the total cost of IT ownership where possible.

## THE BUSINESS SOLUTION

CNT initially won a contract with ShipleYCollege to install a firewall and went on to be awarded a contract for full IT infrastructure maintenance. The solution CNT proposed included providing telephone support to the college's IT team; remote diagnostic support; unlimited on-site support for server or network infrastructure problems; hardware maintenance; review meetings and monthly dial-ins with reports detailing the network status - all within a fixed fee.

As one of the few companies in the UK to provide full support for Novell products, CNT now carries out all of the above and has taken responsibility for maintaining the College's primarily Novell IT infrastructure, including its wide area network, hubs, networking and cabling. CNT now has a direct link into the College and can dial into the network

remotely to perform systems checks, upgrades and some routine maintenance tasks. The company also attends regular Strategic Meetings to support the College's IT Manager and provide an objective, technical view point.

Since starting work with ShipleY College, CNT has helped upgrade the Novell infrastructure, implemented new systems including the addition of a Microsoft Windows 2000 server, installed new software for users as required and migrated two file servers to one. CNT provides risk management services to ensure viruses are not introduced to the network and that data is not lost. This reporting and monitoring forms part of a monthly task designed to give early warning of problems and minimise the risk of disruption or downtime.

Where needed, CNT also assists the in-house IT team with additional projects and has been involved with the

installation of a Gigabit backbone to enable efficient flow of large volumes of data without bottlenecking. CNT is also assisting with the migration from the existing Pegasus email application to Novell's GroupWise. In addition, CNT is working with the College to provide staff with remote access to its Local Area Network and develop its Virtual Learning Environment to enable users to access learning materials from their homes.

Main components of ShipleY College's IT infrastructure include Novell NetWare, ZENworks, BorderManager and Microsoft Windows 2000 servers running college applications. In combination, these products deliver a reliable foundation for deploying business critical applications; business continuity; automation of the IT management process; increased enterprise-wide efficiency and network resilient against internal and external threats.



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**Chris Yates**, Head of ILT Services, ShipleY College

## THE RESULT

Now working in partnership with Shipley College, CNT delivers significant benefits including taking responsibility for large scale infrastructure projects and overall maintenance. This has freed up in-house employees to perform alternative tasks and removed staffing issues by providing expertise and experience as and when required - with no retention issues or problems with sickness or holiday cover for the College.

CNT works to ensure it complements Shipley College's IT team and aspires to become part of that team. As part of its commitment to deliver added value, CNT is able to use its experience of working with a number of other higher education establishments, to offer Shipley College the benefits of shared best practise.

Through its monthly dial-in service to perform systems health checks, CNT is able to identify problems early for the College and avoid any breaches of security, loss of data or system downtime. This ensures continuity of services for employees and students and enables both to operate effectively.

In addition, CNT assists Shipley College as it moves towards implementing e-Government initiatives by providing assistance and advice on how to best develop the existing infrastructure. By helping the College develop its virtual learning environment, CNT is helping it move towards acquiring more distance learning students and adult learners, which will ultimately help boost funding made available to the College by the Government.

Chris Yates, Head of ILT Services at Shipley College, said: "The level of service we receive from CNT is exceptionally good and we have developed a strong working relationship with them as a result of this. We have transferred a lot of responsibility to CNT for things like network cabling and infrastructure maintenance and in addition to this we benefit from the knowledge that help is on hand for our in-house IT team should one of our more advanced projects require additional expertise.

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