

NISHKAM

Case Study 2018



NISHKAM High School Stats

- Established in 2012 as a community project
- Multi-faith School in the Sikh ethos in north west Birmingham, UK
- For boys and girls aged 11 – 19
- Part of the Nishkam School Trust with partner schools in Wolverhampton, West London and Kenya

Gridserve's Key activities at Nishkam High School

- Rollout of Microsoft Office 365
- Migration to Cloud-based platform
- Due Diligence in IT Procurement
- Emergency Response

“Together we make the difference for the students”

Gridserve supports the set-up of first class IT at Nishkam High School

Damien Kearns, Principal of Nishkam High School in Birmingham, describes the benefits and experience of working with Gridserve Education to implement a first class IT infrastructure.

Before

““ The story of Nishkam High School is unique, in that we were established by professional volunteers who believed in the vision of a values-led school, putting selfless service at the heart of education. The original school buildings were converted from an industrial unit in 60 days during the summer of 2012 by a group of community volunteers.

““ After the school opened operated our own IT, but as time went on we realised that we needed to consolidate and expand our IT capability to ensure a continued safe and secure foundation.

After

““ Since **Gridserve** began working with us we are in a great place with our IT set-up. We have clear data protection, security and safe-guarding policies and practices, scalable back-up capabilities as well as an IT platform that promotes collaborative working and enhances the delivery and experience of teaching and learning.

IT is of significant importance to the infrastructure and success of any school; I have no hesitation in thanking **Gridserve** for their contribution to our excellent GCSE results in 2017.

Shared values

““ Part of the reason we elected to work with **Gridserve** was down to our shared values, trust and belief. We value their integrity and outlook. This gave us confidence to proceed and we engaged **Gridserve** to carry out a number of key activities on our behalf.

Implementation and migration

“ We now have a sound collaborative platform in Microsoft Office 365, with all staff and students having a Microsoft email. We use Sharepoint within and between schools, and we also make active use of an embedded product called Edmodo, which enables teachers and students to share materials ahead of class to facilitate discussions.

“ We encountered some challenges with our on-site server platform and **Gridserve** recommended a transition to Cloud-based computing. On one occasion prior to the migration a server went down and **Gridserve** immediately responded with a very effective emergency recovery plan. **Gridserve** facilitated our transition and we now have a secure Cloud-based platform that delivers high performance as well as peace of mind for me!

Infrastructure renewal

“ In 2017 we needed to consider renewing some of our hardware. **Gridserve** drew up a proposal outlining our areas of greatest need, possible avenues and likely costs. This provided us with a very helpful roadmap and insight into how much budget was required.

“ On **Gridserve**'s recommendation we moved away from staff laptops to more stable desktops, and this has reduced our total cost of ownership and support liability by 50%.

“ As we invited bids from other IT providers **Gridserve** performed due diligence on each, helping us understand and clarify what was included in the costs. With their support we were able to make the investment we needed to establish the first class IT infrastructure we now have.

IT Support

“ **Gridserve** provide the Trust as a whole with a managed IT support service, including remote help desk and an on-site, dedicated IT support consultant. This is a huge advantage for us, not least because it helps us minimise

class-room disruption caused by technical issues. It's important that our students' and teachers' experience of IT is that it is an enabler rather than a frustration, and **Gridserve** help us achieve this.

Understanding Requirements

“ **Gridserve** have learned much about the education environment since our partnership began and they are very sympathetic to our aims and objectives.

“ For many schools IT can be like a blackhole with no end. But **Gridserve** have helped us see what is good value, cost effective and sustainable in the world of IT, and we have been very happy to follow their guidance.

Added Value

“ **Gridserve** share our view that all children must benefit from a great education, and they see the important role IT plays in delivering that outcome for students.

“ As a result they support us in curriculum matters, and also in providing helpful guides and prompts about training, to ensure we are making the best use of IT to deliver the best teaching and learning experience.

“ Overall **Gridserve** have demonstrated great engagement with our school, and have made themselves available when we've needed them, which is worth a great deal.

New Possibilities

“ With the right foundations and collaborative opportunities the world becomes a global village. As part of a Trust spanning two cities in the UK and a school in Kenya, Nishkam High School is proud of its outward looking ethos and determination to share good practice and good teaching and learning.

“ We now have the right, scalable IT platform in place to support an open yet secure style of working.

Summary from James Meek of Gridserve Education

“ It is a pleasure to work with an organisation that shares our ethics, and which is driven to deliver IT that gives a fantastic experience to teachers and learners alike. We are looking forward to supporting the Nishkam Trust further as it expands into West London.

“ Nishkam High School is an organisation that is happy to embrace change and we have been delighted to support them across a wide range of projects, including platform migration, managed service Help Desk, outsourcing, procurement assessment and strategic consultancy.

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