The Manor Preparatory School case study

The Manor Preparatory is an independent co-educational day school which sits in the centre of a 9 acre site in Oxfordshire. It caters for boys and girls aged 2-11.

"claireLOGIC's expertise has improved network stability, reduced downtime, and supporting our students' learning experience..."

Overview

As a well-established and leading prep school, located on the outskirts of Abingdon, The Manor Preparatory School were looking to review and enhance their existing IT provision. They had seen and recognised the significant changes within the school that needed addressing so they could ensure their staff could continue to provide high quality teaching to their students. In addition to this, like many schools, The Manor Preparatory School also had successfully introduced EdTech learning to their students.

Challenges

They had recognised that over a period of time where the IT-landscape has seen significant changes, the common approach of an in-house IT Manager had resulted in various challenges to the school. These challenges encompassed staying up-to-date with the latest technology trends and threats, whilst managing a demanding workload that covered a wide range of responsibilities. This ranged from providing daily IT support to teachers, staff and students, through to the procurement and management of all the hardware and software used by the school.

The Manor Preparatory School saw these challenges as a valuable chance to transform their IT and chose claireLOGIC to help them do so.

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Upon taking on the role as IT Support provider, we were able to identify the areas that had the biggest operational impact and began a series of projects to bring about change.

Onsite IT Support: claireLOGIC provided an IT engineer that works onsite at the school every day. Their presence ensures that IT issues can be resolved as quickly as they occur, with minimal disruption to teaching time.

Remote IT Support: For IT issues that can be resolved over the phone or email, teachers and staff also have access to an entire team of IT Service Desk engineers that have access to a range of tools to help them resolve IT issues as quickly as possible.

Security and Compliance: claireLOGIC has implemented a range of additional security layers which include a password manager, email security, cloud backup, and dark web monitoring. All of which significantly increase the school's cybersecurity defences.

Asset Management: An IT asset register has been built to accurately track the whereabouts of all computers, laptops and tablets that are being used by teaching staff and students. This not only mitigates the risk of loss and theft but also facilitates the monitoring of critical events, such as OS and firmware updates, to enhance the security of these devices.

"claireLOGIC's expertise has improved network stability, reduced downtime, and supported our students' learning experience, whilst ensuring imperative security & safeguarding throughout".

Alastair Thomas, Headmaster, Manor Prep School

The Manor
Preparatory School