

Case Study: Adult & Community Learning, Ilfracombe

Improving the ICT Training and Learning Environment

Devon County Council's Adult & Community Learning provide courses to help adults throughout the county improve skills, knowledge and expertise to individuals through a number of regional training centres. Dedicated to the development & learning of adults in the numerous communities of Devon, each centre enables thousands of adults to gain valuable new qualifications boosting economy & community.

The Challenge

The Ilfracombe centre was struggling to provide reliable ICT that enabled it to deliver the courses required of it, which wasn't acceptable to the centre. Slow systems, unreliable broadband and wireless, and intermittent connectivity to the on-premises server was causing all kinds of problems, frustrating for centre staff, learners and tutors.

To put things right Ilfracombe needed specialist IT expertise and considered VPW as they'd recently helped improve issues at the Exmouth Centre. With an initial brief of providing a Mini Business IT Audit to assess the current systems and draw some recommendations that would make a genuine difference to the centres. The assessment looked at the existing systems, as well as reviewing how the training environment needed to be configured, and made a number of recommendations on how to make improvements.

The Solution

VPW spent a number of hours on-site reviewing the equipment, configuration and systems already in place and drew up a list of recommendations that would make a genuine difference to the ICT at the centre. After careful consideration, VPW were asked to implement the full set of improvements and enhancements using a range of products & services.



The VPW Products involved:

- ✔ Managed Business Broadband.
This improved the speed of access, and improved the reliability of access.
- ✔ Managed Networking
Adding additional cabled networking as well as installing a managed switching and wireless system that supports true gigabit performance and offers greatly enhanced reliability
- ✔ Pre-Paid Technical Support
Ensuring the centre has “after sales” support in case of any future issues and to ensure they're covered when they need it most.
- ✔ Managed IT Healthcheck
A tailored system improvement plan which optimises and improves system performance for the intended use
- ✔ IT Audit
Initial assessment and documented report on issues to help ensure the intended solutions are accurate and recommendations issued will make a genuine difference to the customer

How VPW delivered the changes...

Initially an audit was performed by the team at VPW, to ensure that an accurate assessment of the system problems and underlying causes was well understood. This report is produced to help both Ilfracombe Adult Learning Centre staff and those authorising ICT expenditure for them understand what is required “to do things right”. VPW strongly believe that tailoring recommendations to an individual customers requirements ensures the best use of ICT budget. As a publicly accountable organisation, using our IT Audit gives Devon County Council a clear and validated understanding of the need and justification behind expenditure. It also means that for the customer, there is a clear set of objectives, options and goals – ensuring VPW and the customer both understand the scope of change to be made with the benefits expected of it.

Once the audit was delivered, the centre and central council teams discussed the options and reviewed the requirements, determining which they felt were beneficial to organisation as the VPW proposals include a range of options from “must do” to “could do” and prioritise them solely from an IT angle. By reviewing and adjusting those to align with the requirements of the organisation, a clear set of action points is drawn up.

From there, true to the “Making IT Easier” promise, VPW took over, arranging broadband migration and preparing the plan of action. The works were booked in to ensure there was no disruption to existing learning and training courses and delivered successfully, with the suites used the very next day for new training courses.

What Ilfracombe Adult Learning Centre think about the work done...



Everything has been working fine at Ilfracombe since the works - running very smoothly with nothing to report (and we haven't had very upset tutors/learners) so we are very pleased with everything that was done.

SANDRA COATES
ILFRACOMBE ADULT LEARNING
CENTRE MANAGER



Today the Ilfracombe centre has a more robust IT service, backed by ongoing technical support from the Pre-Paid Technical Support service offered by VPW. Internet access is now 3 times faster than before, wireless coverage stronger, and IT reliability has improved. This means that the centre can deliver on its key objectives when delivering ICT Training & Learning, reducing administrative burden for the centre staff and improving relations between the centre and tutors too.

Problems ring a bell for you?

If you're struggling with poor ICT performance and need a helping hand, turn to VPW, the Devon based specialists who make a genuine difference to your IT. At VPW, everything we do is designed to make IT easier for your business.

Call us on **01392 950 950** for a no hassle discussion and find out how we can help.