



The Minster Infant  
& Nursery School



Atomwide Technician  
Danny Prendergast



## Case Study – On-site & Remote IT Technician Support

The Minster Infant & Nursery School is an Ofsted Outstanding school of nearly 400 hundred pupils aged 2 to 7. It is located in the London Borough of Croydon, and since April 2016 Atomwide have provided an on-site IT Technician for 1 day per week. Here we speak with the school's Network Manager – Daniel Ward on how the service has been and why they made the decision to choose Atomwide.

### What made you look to get additional in-school IT support?

No two schools are the same, and the rush to IT in the early noughties, I believe, meant an unstructured approach to ICT expansion for many schools. This was certainly the case with us, when short-term expediency, often in the guise of advice from building companies, can mean a history of haphazard development.

We invited Atomwide in as we wanted an IT Technician to be at the forefront of analysis and planned solutions. We now rely on their recommendations which are always well thought through.

### What made you choose Atomwide's Service?

There is no doubt that the familiarity Atomwide have with schools across London means we get the benefit of scale, purchasing power and professionalism. Our technician is a conduit to many other initiatives and good-practice across the IT industry and school ICT. So we are getting 'much more than the sum of the parts' so to speak.

### What do you find most helpful about the Atomwide School Technician Service?

We get a fantastic level of response both in timescales and consideration of the problems that may arise. We appreciate the strides made to improve satisfaction through feedback opportunities and responsiveness to perceived difficulties.

### Would you recommend it to other schools and why?

I would highly recommend the School Technician service. Unless you do have in-house experts in all areas of ICT deployment for schools, the technician will be able to appraise the whole school picture and provide a contextual solution rather than a one off, short term response. This latter response can make a school dependent on a tampering approach to the school's ICT setups, which is expensive, inefficient and ineffective. We have moved from a reactive to a pro-active approach with our Atomwide technician; from vulnerability to resilience of our network and ICT provision.

**If you think additional on-site IT expertise could be of benefit at your school please get in touch to discuss your requirements.**

**"We have moved from a reactive to a pro-active approach with our Atomwide technician..."**

**...I would highly recommend the Atomwide School Technician Service"**

[info@atomwide.com](mailto:info@atomwide.com) | 01689 814 700 | [www.atomwide.com](http://www.atomwide.com)



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