



Salesian College is a secondary college with over 150 staff members and more than 1200 students. The college prides itself on providing its community with an inspiring and invigorating learning environment.

The college has seen increased productivity from teachers, and better learning outcomes for students, thanks to the newfound reliability of the system.

The problem

When the college first engaged StepFwdIT, its ICT network infrastructure was extremely unstable, with outages of critical services including email, internet and curriculum software occurring daily, and full system crashes every 48 hours. A frustratingly slow internet connection during peak times made it virtually unusable, resulting in lost class time for students and teachers. There was also a pervading lack of confidence in the school's ICT network; the helpdesk was overwhelmed and was operating without a backup or disaster recovery plan.

The StepFwdIT solution

StepFwdIT began with a thorough analysis of the college's ICT infrastructure to identify the root causes of the instability and performance issues. The college was provided with the results of the analysis and a detailed action plan to resolve the system's shortcomings. StepFwdIT began to eliminate service outages by removing temporary fixes implemented by the college's previous IT provider, consolidating and simplifying existing IT infrastructure and installing new hardware as needed. To accommodate the college's daily internet traffic, StepFwdIT installed a new internet gateway device and

has increased internet speeds at the college by 300%. Additional measures, such as 24/7 system monitoring and greatly improved customer service, have helped restore confidence in the college's ICT.

How it has helped

Today StepFwdIT has an approachable IT specialist on site at Salesian College to manage the school's now stable system and liaise directly with the deputy principal.

The college has seen increased productivity from teachers, and better learning outcomes for students, thanks to the newfound reliability of the system. This has allowed staff to employ exciting new technologies in the classroom, such as wireless video and audio.

As the IT infrastructure continues to evolve, Salesian College is confident that with StepFwdIT's help, it can remain at the cutting edge of teaching and learning technologies.

View more of our case studies at stepfwdit.com.au

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