

“The dedication and commitment we received from Fujitsu was tremendous.”

Bob Winter – Executive Director, Stockton Riverside College



Customer's Challenge

Stockton Riverside College, formerly the Stockton and Billingham College of Further Education, provides a wide range of full and part time courses; the youngest students being 14 and the oldest in their 80s. The college is a Centre for Vocational Excellence in Performing Arts and has a grade 1 inspection report in Leisure and Tourism.

The college had a limited IT infrastructure consisting of a mixture of hardware, with a poor ratio of computers to students and teachers. Out of an estate of 300, relatively few were networked or had Internet access.

“We knew that we needed to implement the college Information Learning Technology (ILT) strategy” said Bob Winter, Executive Director, *“but we needed help and support in achieving the identified targets.”* The college decided to refresh and update its IT infrastructure by outsourcing supply and management to an experienced partner.

A ten year contract was placed with Fujitsu in June 2000. Fujitsu took responsibility for the college's IT estate, installing new desktops and servers; establishing a network; setting up Internet access; implementing new software and providing support services.

Meanwhile, the college was working on a grand vision to relocate its two existing premises into one purpose built site. With the government keen to improve the nation's IT skills, the college was granted funding and in 2000 began a complex £17m project that involved developers, architects, engineers and builders.

The IT infrastructure was to be an integral aspect of the new building. As the building project progressed, the date for migrating the college staff to the new building was set for the holiday period over Christmas and New Year 2002/3. The new teaching term was to commence on Monday 6 January.

Fujitsu's Solution

Fujitsu designed a completely new server infrastructure; upgrading some servers and replacing others. Servers and applications were then migrated to the new building. Major new curriculum applications were implemented. New security systems were installed.

Links between the old and new networks were redesigned to allow for a seamless inter-site move. Fujitsu migrated Internet connections and assisted the contractors with the installation

SUMMARY OF KEY FACTS

Organisation

Stockton Riverside College

Service/s delivered

- Refresh of IT infrastructure through outsourcing of supply and management
- Design of new infrastructure, installation of new desktops and servers, establishment of new network and internet access, implementation of new software, provision of support services and installation of new security systems.

Key metrics

- Fujitsu assisted with the installation of 1800 network access points
- Installation of the new network was achieved within one week

Benefits

- IT is now used as an intrinsic part of education - a major change in how the college delivers learning and interacts with students
- Leading edge learning facilities
- Learning platform can be accessed from any learning area, every teaching area has a white board linked to the network and Intranet
- Helped with the preparation of a bid to gain funding for special terminals and software for dyslexic students
- Seamless inter-site move without any disruption to academic life

CASE STUDY
STOCKTON RIVERSIDE COLLEGE

of 1800 network access points. The installation of the comprehensive new network was achieved within one week.

An easy to follow PC build mechanism was designed so that desktops could be rebuilt and migrated quickly. Printing was redesigned and printers were redeployed. Thousands of new accounts were set up for the start of term.

Fujitsu supported a telephony tender process, reviewed bids and worked closely with the appointed supplier, Comtec, to meet deadlines made tighter by building delays.

Throughout, Fujitsu liaised with college lecturers and administration staff and worked with all the numerous contractors involved. Members of Fujitsu staff attended the regular project meetings to maintain continuous involvement with all aspects of building design.

Benefits to our Customer

“Our goal was a flexible and user friendly building designed for the 21st century and we achieved it” explained Bob Winter. *“The result is a major change in how we deliver learning and interact with students; a revolutionary approach that enables students and teachers to use IT as an intrinsic part of education. No other college has done this before.”*

The new building was designed by staff to meet the needs of students. It is flood wired with a network infrastructure that is an integral part of the building. A large central atrium forms the ILT area with purpose designed desking. Every teaching area has an interactive electronic white board linked to the network and the Internet. The learning platform can be accessed from any learning area.

Dari Taylor MP named the new college Stockton Riverside College in November 2002. Prime Minister Tony Blair formally opened it a month later. As he performed the honours, the Prime Minister said *“I can honestly say I have not seen a more magnificent college and selection of learning facilities anywhere else in the country.”*

“Our relationship with Fujitsu means that we do not have to worry about refreshing the IT hardware and identifying associated budgets”, said Margaret Armstrong, College Principal. *“There are always many demands on our finances but by contracting with Fujitsu we have effectively set aside what we need; releasing ourselves to concentrate on our core business of learning. We are therefore assured that the colleges technology resources are always leading edge.”*

Our Expertise

“The relocation was a complex and time dependent project, deadlines were moved or shortened on a daily basis and in the middle of this we had to prepare for a visit by the Prime Minister. We could not have received more commitment from Fujitsu” commented Bob Winter. *“We moved in the middle of the academic year yet there was little interruption to the IT service on either on the old sites or the new one. Fujitsu’s members of staff showed an extensive understanding of our business requirements and gave us help exactly when we*

needed it, even when this was on a Sunday evening in the Christmas holidays.”

Fujitsu advised the college on the recruitment of technical staff. It also helped with the preparation of a bid to gain funding for special terminals and special software to suit dyslexic students. After the relocation, Fujitsu began working with the college on another bid for further funding.

“Fujitsu shared our vision and was completely committed to making it happen” concluded Bob Winter.

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