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# On-demand access to the IT environment – backed up by excellent support

**Thanks to a good relationship with IT provider ICON, Gleed Boys School has created and maintained a sound, reliable IT environment with remote access for staff so they can take advantage of home-working.**

“ICON is reliable, I get sound advice, excellent support and excellent service. It’s a very good relationship,” says Jamie Cowper, network manager at Gleed Boys School. For Cowper, the business relationship he has established with the team at ICON has proved to be invaluable.

The two organisations started working together by chance when Cowper attended a conference ICON was delivering about wireless technologies. He says: “I decided to go along and see what they were demonstrating. I was very impressed. Although I did not initially install wireless at our school, it was the start of a four year relationship with ICON.”

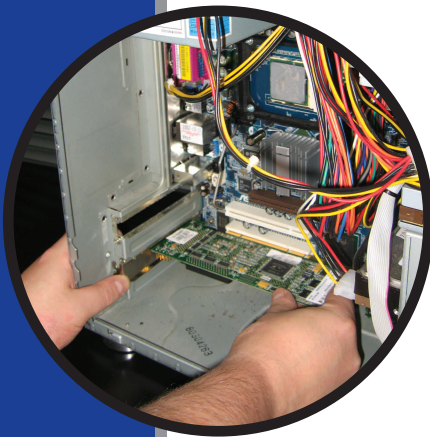
ICON now provides Gleed Boys School, a secondary school in Lincolnshire, with its complete IT infrastructure. This includes a Microsoft Exchange e-mail system, network switch upgrade, Citrix remote access and a back-up and disaster recovery solution, as well as 40 projector and SMART Board audiovisual installations.

## **On-demand access to the network**

Cowper says: “Prior to engaging with ICON our infrastructure had limited accessibility, especially from outside the school. ICON installed a Citrix solution that allows us to provide secure remote access.

The key is that staff can now access our IT environment from anywhere at anytime. We have a web-based Citrix system where all they have to do is log in with their usual credentials and they can use applications, see their desktop, e-mail and even write reports from home. It’s completely secure. It is as if they are sat at their desk in school but they could be working from anywhere in the world potentially.”

He adds: “We have had various services from ICON and I’d have to say the Microsoft Exchange server was an absolutely superb job as well.”





### Excellent support

The real key to the success, though, has been the support services ICON has been able to provide. Cowper says: "We can install the kit and ensure it is working but it's keeping it that way that's most important. These days, the whole school relies entirely on the IT environment for teaching and learning. We can't afford downtime so if anything does fail we need to be resolving it as quickly as possible."

Cowper says he has enjoyed excellent support from ICON for all the solutions they have provided to Gleeds – alongside help with some of the products they haven't. He says: "Some of the issues were nothing to do with ICON, but they helped us solve them anyway. They are extremely good in that respect."

### Relying on the solution

The school is so keen to avoid downtime. Cowper explains: "We had an issue with our back up system. It wasn't very reliable but ICON came up with a system whereby we have a dedicated server that backs up everything every single night. If a server was to go down, we can use another one or a new hard disk and quickly switch the network over. We can get the system back up and running again very quickly."

The school is also in the process of changing all of its network switches to remove bottlenecks in its data flow. Cowper says: "We know the solution ICON is currently delivering for us will help improve our reliability even more in the long run."

### Complete trust

Perhaps the greatest example of the success of the relationship between the two organisations is the trust that has been developed. Cowper says: "I leave the solution completely up to ICON. I call them for their advice and guidance and say, 'this is what I want to do, make it happen'."

"My account manager and his team always come up with the goods. I have complete trust in them because we have created such a good rapport. The initial meeting with ICON was by chance but, since then, our relationship has just grown and grown. ICON is very flexible, offers good services, great advice and our account manager is very accommodating."

"If there is something I want to achieve then I can call them and I know they will have an answer."



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