



CLIENT CASE STUDY

HOW GODOLPHIN & LATYMER (G&L) USED MSP LAB'S VIRTUAL IT DIRECTOR SERVICE

Godolphin & Latymer



In Conversation with Diana Lynch - Bursar

Adam and Dean from MSP Lab conducted an IT audit at a prominent girls' school, Godolphin and Latymer (G&L) with enormous success.

One of the areas identified resulted in MSP Lab effectively restructuring the organisational chart with a more linear approach to reporting. This is where G & L were able to take advantage of the Virtual IT Director Service.

The school needed someone to deliver and own a digital strategy and that meant having an IT Director. However, the school needed an IT Director now and did not have the time or experience to necessarily recruit a full-time IT Director at that stage but MSP Lab had a solution.

Filling the role of a Virtual IT Director

The speed of improvements made by MSP Lab and their comprehensive work packages resulted in building credibility and trust. So much so that the school asked if they could stay on and work with them.

Following the successful IT Governance audit, MSP Lab took on the role of acting Virtual IT Director. With their broad industry experience and hands-on approach, Adam took control of all the processes and oversight of the IT team.

MSP Lab recognised that it can be challenging for organisations like G&L to make such personnel changes as they didn't necessarily have the skill set to identify the right type of person with the required competencies.



Diana Lynch - Bursar
Godolphin and Latymer

“
I think we've had far more applications through Adam and his contacts than we've had from a recruitment agency which is an extremely valuable service.
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Benefits Of The Virtual IT Director Service

- IT Governance
- Digital Strategy
- Embed & Promote Service Excellence
- Recruitment
- Technology Roadmap
- IT Strategy & Steering Meetings





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Taking ownership and recruiting the right IT staff

With their long list of contacts and network of IT specialists, MSP Lab performed the function of a recruitment agency seeking candidates and encouraging them to apply.

MSP Lab worked with G&L for two days a week helping them see everything from a management perspective which made recruiting for the school a little easier.

They wrote all the job descriptions, did the shortlisting and sat on the interview panels. Through this process they successfully recruited the following:

- Director of IT and Digital Strategy
- IT Manager
- Network engineer (a new post that is a skills gap area)
- IT Technician

The Virtual IT Director Service (VITD)

The secret to success is getting everyone involved and that includes the IT team, to help within the specified timeframe. Using MSP Lab Cyber Top 10, customers get the best possible chance at improving their infrastructure but also providing better service.

The measures MSP Lab put in place, including the Virtual IT Director (VITD) service, are bespoke and have helped many schools in the past.

There are plans of a scalable model for the VITD service with monthly retainers depending on the number of days spent on site and what needs to be implemented.

Continuous IT Governance Support

The way MSP Lab handled everything rubbed off on the rest of the team and that extends beyond the conventional IT functions. MSP Lab provided management-like support which added tremendous value to the school.

Final Word From The Bursar

"I think within a matter of months, Adam had transformed the way in which we, as an organisation, work with IT. He made sure that all the processes were documented, all the necessary policies were in place and also reviewed the maintenance agreements or contracts with third party suppliers. He put together a revised budget and helped us to restructure the team by making additional appointments."