



class technology
solutions limited

Your Trusted
Technology Partner

Introduction

Class Technology Solutions Limited (CTS) is an innovative IT Solutions Partner that provides managed IT support services and technological solutions exclusively to, and across the broad and complex terrain of, the UK education sector.

Founded in 2006, Class Technology's approach has been to form genuine partnerships with a mission to disseminate best practice by providing a range of professional services that help educational institutions make strategic long-term decisions regarding the investment, use and deployment of IT.

Class Technology is a company that continues to go from strength to strength, demonstrating healthy, year-on-year growth in the education sector, our traditional home from the company's formation.

It is growth in both scope and reach. Class Technology's service and solution offerings have widened and deepened in response to changes in the IT support requirements of

schools as they adjust to the introduction of modern technologies such as AI and AR. As we know, IT departments and their expenditures, represent huge cost centres for schools and colleges. The attractiveness of our Managed Service model continues to be based on providing flexible support arrangements, delivering on cost reductions and controlling budgets, whilst embracing the opportunities that constantly changing and evolving technology delivers.

We are also a market leader in the provision of Cloud based services and integration, the implementation of a dynamic mixture of Cloud platforms to enhance collaborative learning and sharing, and a facilitator for greater remote access and management of on-line resources.

All of this means that Class Technology is your outstanding technology and support partner of choice. We are always happy to discuss your current and future requirements so please get in touch with one of our technical experts today.

“ Class Technology Solutions have taken our reactive service and turned it into a fully managed proactive, future friendly support contract. This new contract provides a Network Manager who oversees the network alongside the tailored onsite CTS team allowing me to focus on the planning, budgeting, procurement and development of overarching projects for all our schools. ”

Cherie Stockil – IT Manager
Reigate Grammar School &
Reigate St Mary's Prep & Choir School



Neal Grayston
Managing Director and Co-Owner



Who we are & what we do

Class Technology Solutions Limited (CTS) is your trusted technology partner of choice. We are a passionate, forward-thinking company, dedicated exclusively to investing in the future of schools and colleges. Our future depends on continuously creating tools which will support schools and colleges in innovative ways. Our focus is to bridge the gap in curriculum based learning with the use of innovative technology in the classroom.

We understand the problems facing educational establishments and continue to facilitate the transformation of schools by providing ICT improvements which fundamentally alter the teaching and learning environment.

A real technology partner – our approach

Our partnerships with schools and colleges are open and transparent: this is reflected in our ICT support models and services which are easy to implement and adopt. We achieve this through alignment with our partner school aspirations, visions and values and their desired future learning experiences, whilst managing costs and improving reliability of system and services.

CLASS MANAGED SERVICES

- We offer Tailored support packages for any type and size of School, Academy, College, or Trust
- Flexible service arrangements, hybrid solutions, co-sourced, or fully managed all backed up by a host of remote and cloud based support tools

CLASS CLOUD

- Developing the next stage in remote access, sharing and collaboration of resources: Office 365, Azure, Google Cloud
- Business continuity, on-line data security and GDPR compliance

CLASS ICT PROJECTS

- Comprehensive product offerings, end-to-end IT project implementation and delivery
- Integration of Artificial Intelligence and Augmented Reality systems
- Intelligent software licensing solutions (Microsoft academic licensing and cloud based, Software as a Service (SaaS))

Taking care of your IT needs

The aim of our services is to provide you with tailored bespoke support arrangements that match your needs and deliver consistent, high class, professional support services. Class Managed services consist of an array of mechanisms and tools:

- CTS Senior engineering and consultancy provide overarching strategic development to support teaching and learning.
- A mixture of on-site resources, network managers and engineers deliver

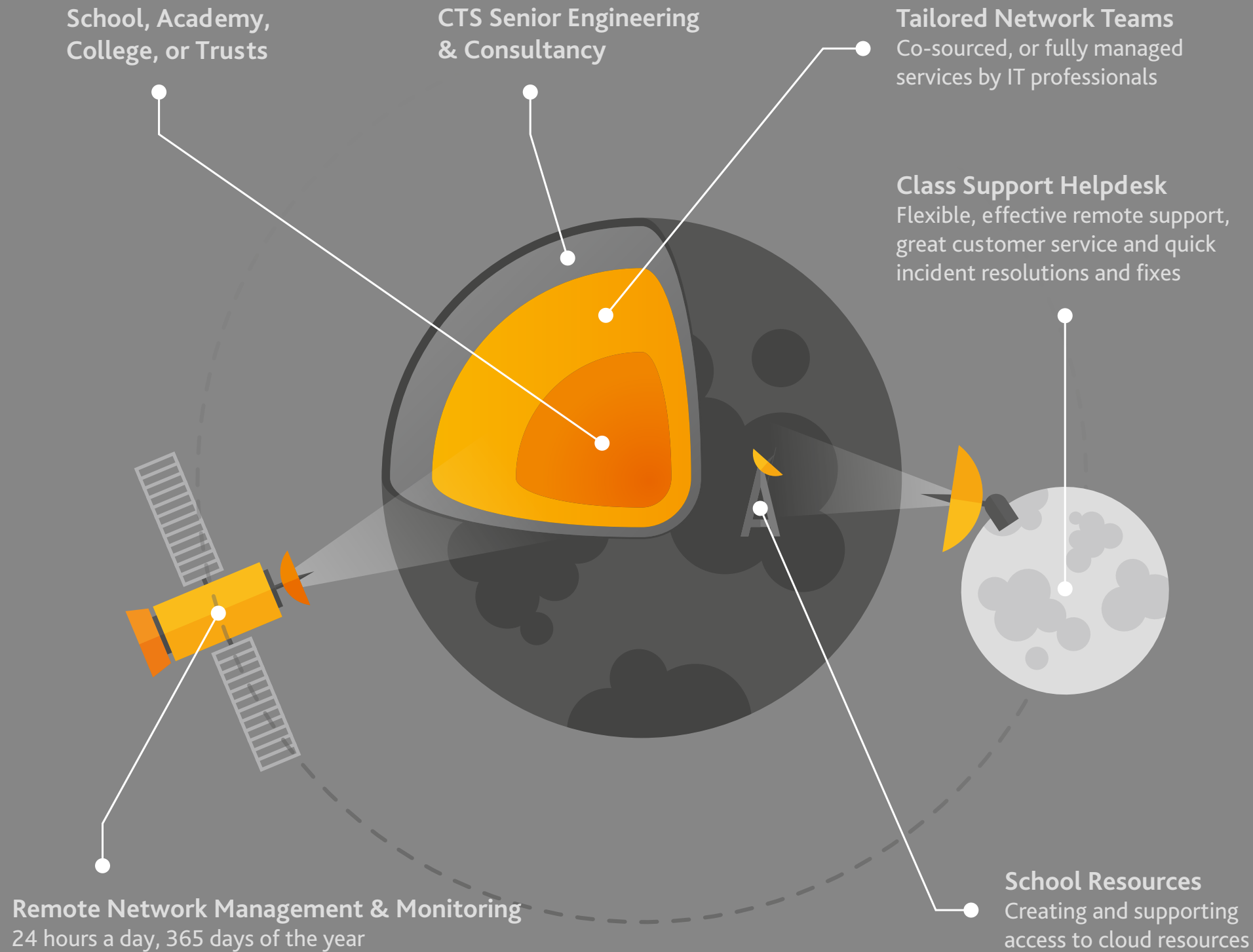
different levels of skills as requested, often to complement existing in-house teams.

- The Class Support Helpdesk, together with our dedicated Remote Network Management and monitoring Services provide that extra layer of comfort that ensures that support is provided around the clock and access to resources are always readily available.

So whether your looking to supplement your existing support or need complete 360° coverage, Class Managed Services takes care of everything.

Class Managed Services

– Comprehensive Cover



“ CTS took over the provision of IT Services at our site following the collapse of our previous provider. The project management of the transition to date has been excellent, critical issues to the business were identified and fixed quickly. Technical expertise at every level has been exceptional and has delivered immediate results with a significant reduction in user issues. Regular customer account management has kept the school fully informed of the progress of each project. A long term strategic plan to enhance the IT at the school is now in place and we believe that the school now has a solid foundation on which to build. We are looking forward to developing a long-term partnership with CTS. ”

Bryan Key, Director of Finance & Administration
Hillview School for Girls

Why choose Class Technology

Education First

Many people say it but few mean it. Our dedicated focus is guided by the principle that technology should only be sanctioned and recommended where there is clear and unambiguous evidence that its implementation will support teaching and learning outcomes. Our passion for Education means everything we do is designed to enrich the learning and teaching experience, meeting aspirations through delivering excellence.

Education Only

Class Technology Solutions has been an 'education centric' organisation for over thirteen years. We are dedicated to working exclusively in education for the benefit of our partner schools. By specialising in Education, we know how technology can be used. We enhance the delivery of the curriculum through innovative approaches, inspiring independent learning through remote and online tools, providing additional support and security to administrative and general management functions.

Educational Partnerships

We understand that every School, College or Trust is unique and we consider every relationship to be unique too. One of the secrets of our success is that it develops trusted, transparent and genuine relationships. These relationships are built upon a deep understanding of your vision,

aims and ethos. It is no accident that some of our Partners have been with Class Technology since our beginning in 2006. CTS clients stay with us for one simple reason: because they want to.

Educational Resources

We retain over one hundred full time engineers, technicians and specialists. Our professionals work in multi-various schools, in geographically distinct areas, bringing to bear significant skills, expertise and knowledge in education. These technical professionals, at all levels, have the necessary skills, training and expertise to deliver engineering excellence in any educational environment no matter how challenging. We recognise that no single IT team in any school can possess the necessary skills, nor embrace, or foresee every new technology. By partnering with CTS your school can mitigate these skills and knowledge gaps by accessing our substantial pool of resources. You will benefit from the core skills, professional knowledge and experience that is drawn from our extensive work in education, from the primary school to the large Multi Academy Trust, or the large Independent School or College. If it is technology in use, we have already mastered it. If it's a future innovation, we are already aware of it. We are the trusted technology partner who can meet all your current and future needs.

Education & New Technological Developments

Our collective knowledge of education ensures that we know where, when and how educational priorities can be transformed with the use of technology. For example, Class Technology is spear heading the provision of Cloud based services and the integration of these platforms within educational environments. Working in collaboration with key industry leaders, our engineers have developed impressive skills sets that can help you embrace the cloud and realise your vision. Whether you are implementing a multi-vendor cloud environment or one based upon Microsoft Cloud services, Microsoft 365, Microsoft Azure, SharePoint or the Google Cloud Solutions, utilising the

whole 'G-Suite for Education' applications and product suite, CTS will support you in securely embracing Cloud technology, every step of the way.

Educational Savings & Protecting Investments

IT support and the scope to broaden the use of technology, is an increasing cost centre in education. We know that value for money and return on your valuable investment are the watchwords. We deliver on both. Class Technology Managed Services, with no lock-ins or hidden costs, represent superb value for money, and will deliver huge savings to you. So, whether you are straining every sinew of your IT budget to meet your requirements or lavishly looking to refresh or develop your technology, we can help you make the right investment choices.



Case Study:

Chislehurst & Sidcup Grammar School

The School

Established in 1931, Chislehurst & Sidcup Grammar (CSGS) welcomes children from all backgrounds, and accommodates 1,400 pupils, retaining around 130 staff. Affectionately named 'Chis & Sid', the school's mission is 'helping the learners of today become the leaders of tomorrow' and it aims to develop pupils intellectually, emotionally and physically in order to reach the highest academic, sporting, cultural and aesthetic standards. The school has made heavy investment in new facilities with an ongoing focus on development and improvement, of which technology has been a critical part.

The Challenge

Fourteen years ago, CTS was awarded this prestigious contract with Chislehurst & Sidcup Grammar School based on the attraction of our Managed service offering. First, the company's rationale and reputation is built upon providing flexibility, which for Chis and Sid was vital, in order to shape the service according to its unique requirements. Secondly, they needed a trusted partner who had a long-term vision for IT who could also ensure the effective management of an ever-increasing cost-centre.

Working in harmony with the school, our overarching objective has been to support its strategic development and vision which underpins ambitious plans for enhanced teaching and learning. Through our fourteen years of partnership, the diligent management of budgets has been critical as the combined pressures of increased technology expectations and usage has grown year-on-year.

The long-standing dedicated team, has remained virtually unaltered in the school forging strong IT processes and effecting change in the support architecture. Our friendly team are familiar and are trusted faces within the school, contributing actively to the Chis and Sid ethos. We know that students feel vulnerable with the arrival of modern technologies, and our team are of invaluable help in ensuring that they feel happy, valued and secure at all times.

Projects

Alongside our managed service provision, we have been working with the school on a rolling programme of activities:

- Boosting Internet connectivity
- Implemented Firewall and Filtering solutions
- Providing structured cabling

- Improving the switching architecture
- Technology Refreshes, end-to-end IT project implementation and delivery
- Intelligent software licensing solutions (Microsoft academic licensing and cloud based, software as a service (SaaS))

Embracing the Cloud

The school was an early adopter of Office 365 and cloud based resources and together with Class, they have continued to develop further the functionality of their SharePoint environment. All staff and students now take the full advantage of Office 365 along with a mailbox, enabling effortless communication with peers and teachers.

Summary

CTS close partnership with CSGS has resulted in a virtually seamless support service, with no major disruption or down time. We continue to work with the School to ensure that the right balance is maintained between the shape of the existing IT operating model and the on-going and changing technological requirements which will develop and support teaching and learning at the school. We achieve this through transparent service delivery reviews, timely reporting and exceptional contract management.

October 2017

“ CTS have and continue to provide an excellent ICT managed service. Not only does CTS give daily support for students and staff, there is a clear focus on ensuring that ICT is a real benefit as a teaching and learning resource in the classroom and the community. Clear and positive guidance is given to assist the school in utilising ICT resources to the full, working closely in partnership so that budgets are adhered to. The relationship has flourished, and nothing is too much trouble. ”

Parm Thind, Assistant Head Teacher
Chislehurst & Sidcup Grammar School



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Strategic partners

Microsoft
Partner



Gold Cloud Productivity
Gold Datacenter
Silver Cloud Productivity
Silver Collaboration and Content



Class Technology Solutions Ltd (CTS) is committed to reducing the impact of technology on the wider environment and takes its obligations to the environment seriously and is committed to achieving socially responsible goals.