CLIENT CASE STUDY

SAFEGUARDING & ADVANCED NETWORK SECURITY AT RUGBY SCHOOL

RUGBY SCHOOL

In Conversation with Grant Johnson - IT Director

Considering cybersecurity is a growing concern for all organisations, especially involving children, Grant wanted to ensure all the necessary protocols and processes were in place.

What Were The Challenges That Led To Contacting MSP Lab?

Rugby School put the security and safety of their pupils first and wanted to ensure they had a partner who could help them make sure that they were doing everything possible to secure the school's systems.

Rugby School's IT Services department wanted to ensure that they provided highly available and robust systems for the school leadership team to use and monitor and keep the network secure.

In many cases the safeguarding reporting had fallen down to the IT Departments in the sector, Grant was keen to ensure that this would not be the case for Rugby school.

How Did MSP Lab Help Find The Right Solutions?

Grant and MSP Lab had numerous discussions about how to further optimise the IT infrastructure. At the time, they had four systems in place which MSP Lab reduced down to one.

Success Criteria

- Replacement of Next-Generation Firewalls
- Increased Network Security with easy visibility and reporting
- A robust and highly available solution
- Flexible and customisable web filtering solution
- Detailed safeguarding reports of pupil activity, to comply with "Keeping Children Safe in Education"

Grant Johnson
Director of IT
Rugby School

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Adam helped work out how to manage the team, coach them as well as doing some work around strategy, audit and really understand the lay of the land.

Then to start building relationships and understanding how the school operated with suppliers and the partnerships that were in place.

They together identified some 'quick wins', including 'low hanging fruit' from a cost perspective and also ability perspective.

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They helped create a more streamlined and secure system by providing the school with Fortinet Next-Generation firewalls and Fastvue Reporting which included the following:

- 2 x Fortigate 600E
- 1 x Fortigate 100F
- 2 x FortiSwitch WAN Switches

- FortiAnalyzer as a Service
- FortiManager as a Service
- Fastvue Reporter

Finding The Best Suppliers And Vendors

MSP Lab is vendor agnostic and helped the school forge better relationships with vendors and suppliers such as HPE, Aruba and Fortinet among others.

MSP Lab effectively acted as the school's consultants facilitating the entire process, scoring vendors in the right way, and finding the most suitable partners delivering a significant amount of work from a commercial perspective, setting up meetings and briefings with the IT team.

End To End Project Management

Their approach was based on transparency, telling the school exactly what the plan of action was and keeping them updated throughout. This involved implementing the necessary processes and making sure the school could manage with the available resources. They developed a phased project approach to make sure they could implement every step without significant disruption to the school.

What Rugby School Had To Say

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MSP Lab are very, very flexible, honest and work with integrity throughout. They'll tell you when they don't know how to do something or if they don't agree with you.

It's just a positive relationship without being complicated. I'd say it's more of a partnership rather than a customer-supplier relationship. They helped us get to the vendors, which is typically quite difficult to do.
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The way they work with schools and IT teams is admirable as they allow other people in Rugby School to get involved wherever needed. They include people in discussions and treat everyone as a partner promoting a spirit of teamwork to get things done properly the first time. When someone does fall behind or something goes wrong, MSP Lab works hard to ensure it gets resolved or they find another method of solving the issue.
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