

Case Study.

Joseph Clarke Special School.

Location: [Walthamstow, East London](#)
Pupils: [110](#)
Establishment Type: [Academy Special Sponsor Led](#)
Age Range: [2-18](#)
Head teacher: [Maureen Duncan](#)
ICT Leader: [Khalid Hussain](#)



School background

Joseph Clarke School and Service is situated in Waltham Forest and is a centre of excellence for visual impairment in the South East of England. They are a day maintained special school and service for pupils with visual impairment and additional or complex needs. They also offer a small number of places for pupils with communication difficulties, including autism, who are not visually impaired. They have places for 110 pupils. Their Educational Service supports over 450 pupils with visual difficulties in a range of pre-school, school and FE placements.

Joseph Clarke is part of the Whitefield Academy Trust. This is one of the largest providers of Special Education in Europe, with an international reputation for expertise, curriculum and resources.

Ongoing involvement

Our ICT provides technical support at Joseph Clark School on a day-to-day basis and includes the following key service elements:

- First and second line telephone/remote support for the entire school and management
- Scheduled and weekly onsite technician support provided by our dedicated schools field support team.
- 24/7 network monitoring through E-pulse, a specialist remote monitoring service that allows us to monitor the critical elements of your schools ICT network infrastructure.
- Ongoing ICT consultancy provided to the ICT Leader throughout the Year.
- ICT infrastructure project management.



The Challenge

Our ICT has been the chosen ICT support partner of Joseph Clarke School for the last three years. During this period, we have provided ICT stability within a changing and challenging environment. There has been limited ICT investment at the school, a change in leadership as well as its partnership with the Whitefields Schools to create the Whitefields Academy Trust.

Despite these challenges, Our ICT has worked tirelessly fixing and maintaining the school curriculum network in addition to providing support, advice and guidance to management. In Jan/Feb 2015, Our ICT entered into discussions with the Whitefield Academy Trust to extend our support beyond the curriculum and support the entire school.

We have since undertaken a major project to refresh and consolidate its ageing server and switching infrastructure.

Further consultations will take place as part of the Joseph Clarke rebuild project for which planning permission has recently received approval.

What does the school have to say?

"I was extremely impressed by the way Our ICT recently managed the replacement of our servers and switches. They were professional and kept us informed at all times. The project was delivered within time and budget." - Khalid Hussain, ICT Leader.

Server Infrastructure Virtualisation.



Our ICT were approached by the Whitefields Academy Trust to review the existing server and switching infrastructure of Joseph Clarke. Our review resulted in Joseph Clarke undertaking a complete overhaul of their servers and core switching. This involved our consultants and projects teams having initial discussions with key members of staff, which enabled us to quickly identify needs and timescales as part of our project management planning process.

Our team designed a new system and obtained quotations that satisfied the schools budgets. Our project engineers then undertook the implementation of the new system, migrating data from the old system and merging the two separate admin and curriculum networks in to one within a fully virtualised environment. This work was undertaken during the February 2015 half-term and completed on time and within budget.

The project also involved the implementation of full server redundancy to provide a high availability solution. Core switches were replaced and upgraded to POE Gigabit switches.

Joseph Clark School now has a modern, fit for purpose server and network infrastructure that has seen a drop in maintenance, running and energy costs. Our on-site engineer and our remote server monitoring system continue to manage the schools network in a far more simplified manner with very little management and administration time.