



# Solution Case Study



## Reading, Writing and ICT at Meadowbank School



### Key Benefits

- Reduced operations management and increased reliability.
- System allows centralised management and security but enables students to experience full spec desktop including audio and video.
- Investment in future-proof technology will drive further savings as the school continue to move to a collaborative learning model.

It may have taken a major network meltdown for Meadowbank School to start working with BTG, but since embarking on a visionary IT plan together the school is well placed to provide its students with an inimitable technology experience.

### Network Nightmares

While Auckland's Meadowbank School endeavours to always offer its 700 primary pupils an engaging and quality learning experience this was recently put to the test when its aging and unreliable network came to a complete standstill.

Rebecca Maclean, Associate Principal, says that although the school had made a major investment in the network it was increasingly unreliable, to the point where both teachers and students weren't utilising it.

Things came to a head when a major meltdown meant the school was offline for the better part of a week, which is when staff turned to Business Technology Group (BTG) for help.

Steve Harris, BTG Technical Director, says his team worked with the school's existing IT provider to restore function and provided an audit for the Board of Trustees.

"Basically the network was in an appalling state, it was unusable in that the switching technology in place had a number of bugs and was coming to its end of life," says Steve.

Aware that the school had a limited budget for further ICT investment BTG presented a three-stage upgrade plan.

Rebecca says that BTG really stepped up to the plate during a crisis and helped the school build a strategic plan for the future.

"They knew we needed a plan and worked hard to document where we were at and, after consultation with us, presented a range of options on how we could achieve our goals. I appreciate the fact they speak in lay terms, presented the pros and cons of each solution and met our financial requirements."

It was this professionalism, says Rebecca, which convinced the school to partner with BTG.

### Pain-free Delivery

The solution BTG delivered to Meadowbank School included a Citrix provisioning Server with Streamed desktops across the school and the implementation of new infrastructure including servers, SAN, LAN, VMware and firewalls.

*It's worth giving BTG a call today, to keep you going tomorrow.*



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Given the headaches the previous unreliable network had caused Rebecca says staff were braced for a series of delays as the solution was implemented.

“Previously it was a six-week process to get something – new laptops for example – working properly, so it was amazing to have absolutely no disruption in the classrooms,” she says.

What’s more, because BTG was careful to work around the school’s existing model, teachers haven’t had to learn how to do things differently, which Rebecca says has saved considerable resources.

Steve says this seamless transition is exactly the way BTG likes to operate, particularly ensuring there are no nasty surprises for their customers.

“This project did go really well and we were stoked that there was no downtime – the technology we used helped make that happen,” he says

### Eye on the Future

Part of what made BTG’s offering so compelling for Meadowbank School was the assistance it offered in helping the school achieve a future technology vision, which includes a ten-year strategic plan.

“All the technology we’ve implemented has a seven-year refresh cycle so it’s all future-proof,” says Steve.

The next stage of development, says Steve, is to implement wireless technology to enhance collaborative learning and further streamline systems – such as delivering a digital PA system over the VoIP network.

Rebecca says that from a teaching perspective the partnership with BTG means e-learning initiatives can be nurtured in the classroom.

“We have an excellent working relationship with BTG, who are very responsive if needed. I love the fact that Steve continues to approach us with solutions and applications which will make our systems work better – it’s definitely a two-way street,” she says.

### Summary

Meadowbank School is a large primary school catering to around 700 students in Years 1-6. The school’s existing IT was becoming increasingly unreliable and because of this both teachers and students were reluctant to use it, inhibiting delivery of curriculum ICT learning.

### Solution

BTG implemented a Streamed Desktop solution across the school including implementation of new infrastructure; servers, SAN, LAN, VMware and firewalls. The main technology for this solution was Citrix provisioning Server with Streamed desktops.

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