



# Case Study

representing the services of  
**Whittaker Moss  
Primary School**

making **IT** work

# Remedian

## What the client had to say...

*Can you provide us with a brief introduction to yourself and your school?*

Dorita Stevenson, School Business Manager at Whittaker Moss Primary School, a primary school located in Rochdale with over 400 pupils.

*What specific challenges or issues were you facing before working with Remedian, particularly concerning network security and monitoring? How did Remedian help resolve these?*

We've been with Remedian for 15 years now. Initially, we were working with the local authority, but we were unhappy with the support provided. The IT services did not meet our growing needs. Switching to Remedian resolved these issues. They offered a strategic, proactive approach to IT support that was previously missing.

*Why did you choose to continue working with Remedian and implement Smoothwall monitoring over other service providers and solutions?*

We've continued working with Remedian because of their exceptional personal service and trustworthiness. They have significantly advanced IT in our school. Espically when we have been waiting for an Ofsted visit, having Remedian to support us with IT has been a really big relief.

Smoothwall was recommended to us, particularly for its robust online security and monitoring capabilities. After demoing several solutions, Smoothwall clearly ticked all our boxes.

***Since working with Remedian, what aspects of our services, have exceeded your expectations?***

Remedian's commitment and personal touch stand out. Any issues we encounter are resolved quickly, highlighting our strong two-way partnership. Their proactive approach and effective communication ensure that our IT infrastructure remains robust and secure.

***How would you describe the implementation process of the services provided by Remedian, especially Smoothwall monitoring? Was it smooth and straightforward, and were there any notable aspects that made it particularly easy for your school?***

The implementation process was very straightforward. The online training provided ensured that everyone knew how to use the new systems effectively. Remedian's proactive monitoring tools and regular consultations have been particularly beneficial, helping us stay ahead with technology and security.

***Here at Remedian, we favour a proactive approach towards issues by using advanced tools for reporting and monitoring. Can you share any experiences where this approach, particularly through Smoothwall, has been beneficial for your school?***

Remedian's proactive approach, especially through Smoothwall, has been incredibly beneficial. For instance, we receive notifications for any online activities above a level 3 concern. Once, we received an alert about a pupil, and we were able to intercept and address the issue immediately. This system also helps during educational activities, like when Year 6 students were researching World War II.

***In your experience with Remedian, have you noticed an upgrade in the technology you use, specifically with the addition of Smoothwall monitoring? How has this impacted ease of use and your team's productivity?***

Yes, we have noticed significant upgrades in our technology. Regular meetings with Remedian ensure that we are using the best tools for our needs. Moving our servers to a cloud-based system will be a huge help, especially since VPNs can be temperamental. This upgrade will allow staff to access their emails and work from anywhere, improving ease of use and productivity.

***How has Remedian, through solutions like Smoothwall, contributed to bringing your establishment to the forefront of online security and awareness?***

Remedian has been pivotal in enhancing our online security and awareness. They provide tailored security options, ensuring we are not overpaying for unused services and implementing critical measures like two-factor authentication for all email addresses. Their responsiveness and proactive support give us confidence in our IT security.

## Testimonial...

*“The expertise and support provided by Remedian, where we lack in-house capabilities, have been invaluable. We've been with Remedian for over 10 years, and their proactive, personal service has significantly enhanced our IT infrastructure and security.”*