

CLIENT CASE STUDY



Connex Education are a leading teaching and education agency, supplying teachers and support staff for nurseries, primary and secondary schools as well as special education establishments.

Driven by extraordinary service, Connex Education find the right professionals, with the right skills and attitudes to match each school. Their commitment; to keep children and young people safe and to provide schools with excellent teachers and support staff.

Connex Education's in-depth knowledge of the education system, excellent teachers, superb customer service and competitive pricing make them a teaching agency like no other.

Having never previously outsourced IT, Mark Beedles, Managing Director of Connex Education, began the process of looking for a supplier to meet their IT needs.

Connex Education's first engagement with Chris Clarke, MD at Create IT, was through the recommendation from a mutual connection - an existing Create IT client.

Initial Brief: IT Support & Maintenance



FOR 40 EMPLOYEES



ACROSS 15 SERVERS

Impressed with the quality of work, the rapport and professionalism, Connex Education asked Create IT to expand their original brief to include the virtualisation of their whole infrastructure and host it offsite in Create IT's datacentre.

*"Create IT are quick to respond, always available and helpful. Offering extended hours and services means that Create IT are accessible and offer an outstanding service which sets them apart from other providers."*

Mark Beedles, MD - Connex Education

*"We work very well with Connex Education and have a great relationship with them. The initial request led to further work, and recently we have taken on the hosting of their VoIP telephony system as well."*

Chris Clarke – Create IT

Supporting Connex Education to streamline and modernise systems presented challenges.

Collaboration and open communication made rationalising multiple telephony platforms, suppliers and contracts across many branches all possible through expert project management.

With outstanding sector knowledge, Create IT have supported Connex Education in developing the use of systems via smartphone and tablet, making the interface for candidates and clients as smooth as possible.

Since their initial brief for Connex Education in 2012, Create IT have delivered:

- Server Support and Dedicated Hosting;
- Desktop Support;
- Hardware / Software Procurement;
- Email anti-spam (SecureMessage);
- SharePoint Consultancy;
- Ad hoc IT Solutions Projects;
- VoIP Telephony

Commissioning Create IT to provide 'Managed Services', Connex Education have peace of mind that their systems will always be up to date, reliable and secure.

*"The relationship Connex Education have with Create IT is more involved than simply having an IT Director. We appreciate the extra thinking in terms of how they can assist, the fact they are involved in trouble shooting and that they are proactively involved in achieving the best for our business."*

Mark Beedles, MD - Connex Education

Create IT understand each client relationship is unique and ask specific, tailored questions to ensure individual needs are met. Chris and the team devise the right programme of work for individual projects with a timeline that fits in with the client's business plan.

Factoring in scalability means that a client's current requirements will not restrict them in the future. With 98% of support calls resolved remotely and an average response time via the telephone of less than 4 seconds, Create IT are proud to be a service orientated business.