

Three-month 'clean up' project exceeds expectations



When Honeylight Consulting provided engineering services to Strathcona whilst an IT staff member took extended leave, they not only took care of the day-to-day IT housekeeping services, they delivered on every additional key project, and more.

Organisation

- Strathcona Baptist Girls Grammar School is an independent day school for girls from ELC to Year 12.
- Established in 1924, the school has approximately 800 students across three campuses in Melbourne's inner east.

Challenge

- The diversity of work required a multi-skilled approach from deploying switches and MS Exchange reconfiguration to upgrading the wireless network and switching configurations.
- Understanding an education environment where clients range from young children to teachers at retirement age.
- Managing a continuous presence on site to deliver ongoing services and support.

Solution

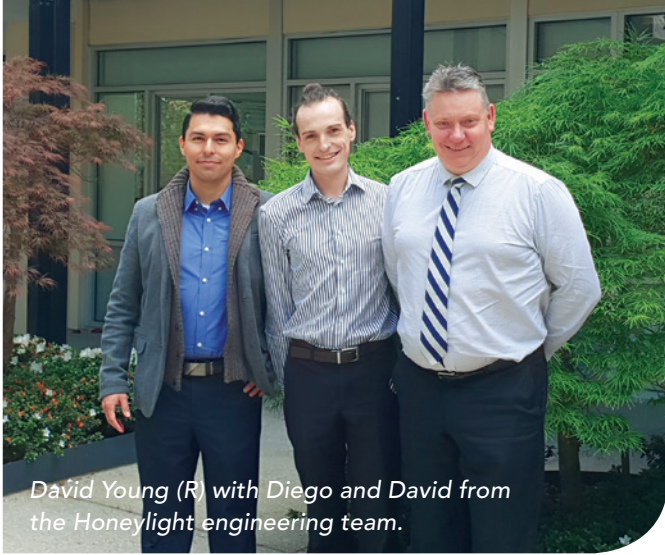
- Provide 'surge' IT assistance to complete projects that had been accumulating.
- Schedule different people with specific skills sets to manage and work on different projects concurrently.
- Maintain a continuous on-site presence to provide support and communicate with IT staff and internal clients.
- A long history of working in the education sector reduced client risk and expedited the implementation of projects.
- A strong relationship with the client provided insight into client needs and priorities, which enabled efficient and effective delivery of all day-to-day activities and set projects.

Result

- Strathcona's long outstanding IT projects were completed efficiently within the three-month time frame.
- Day-to-day IT work was completed successfully.
- Solutions were found quickly for additional IT problems and resolved.
- The IT Department ran smoothly and users were very happy with the service received.

"I am very happy with the support Honeylight provided in terms of their in-depth knowledge and understanding of our network and resources and I'm also very impressed with the personalities of the engineers because they fitted in so well with our school culture."

David Young
Director of IT Services
Strathcona Baptist Girls
Grammar School



David Young (R) with Diego and David from the Honeylight engineering team.

Broad range of skills

One of the reasons Honeylight was chosen for the three-month engagement was because of the various skill sets available within its employee base. Different engineers were appointed to work on selected projects while there was a continuous presence on site to support and communicate with users.

"I was pleased with the way the engineers handled ad hoc issues or problems that invariably arise, adapting their workload on current projects to accommodate the new issue that needed to be fixed quickly," he said.

One issue that had everyone stumped for a while was a situation where a new AV control system had been installed throughout various halls and rooms. One of the Honeylight engineers had noticed that it was broadcasting a lot of spurious data across the network and chewing up bandwidth for no reason.

"From the time this issue was identified I was impressed how quickly they researched the issue and suggested a couple of ideas on how it could be rectified. Their fix worked and is still in place today. I'm ecstatic that it's working so well."

SUMMARY

"The Honeylight engineers who worked with us had an excellent breadth of understanding and depth of IT knowledge, which ensured all the projects and day-to-day work was completed successfully," David Young said.

"But more than that, their adaptation and integration within our school's culture while they were here was commendable. It wasn't unusual for me to get a report back hearing that staff had requested a particular person because they really liked him as he was so helpful.

"We are certainly pleased to have Honeylight Consulting as our go-to IT support partner and trusted IT advisor having completed numerous projects and assignments for us over the past five years."

As an education sector specialist, Honeylight Consulting was requested to provide IT support and complete a series of important projects during the extended leave of IT personnel at Strathcona Baptist Girls Grammar School.

Honeylight engineers were rotated on site to support users at any time while also delivering on set projects that included:

- Upgrading software on the ClearPass wireless server
- Repairing the microwave inter-campus link
- Upgrading and reconfiguring the MS Exchange server
- Undertaking a migration backup onto backup infrastructure
- Managing network maintenance including replacing switches
- Implementation of firewall rule sets
- Conducting a network audit of switching infrastructure
- Installing and readjusting power cabling in the infrastructure rack
- Deploying switches into the Aruba Airwave system

David Young, Strathcona's Director of IT Services, said he was very happy with all the work completed by Honeylight engineers.

"When you have key staff take long service leave, you need someone to fill the void. We thought we'd take advantage of this and bring in Honeylight to not only handle the day-to-day work but knock off some outstanding projects that had been accumulating," Mr Young said.

"Honeylight has experience in education and their engineers know how to speak to and relate to our various clientele across our three campuses. They handled everything empathetically and exceptionally well.

"For us it also means risk management; reducing our exposure to risk by having an external IT specialist that understands the local school network and our infrastructure."