From daily service outages, to highly-adaptive 'anywhere, anytime' learning

Salesian College is a Melbourne independent Catholic secondary college with over 150 staff members and more than 1200 students. A couple of years ago, Salesian were on the path to expansion. However, they were being held back by their failing IT systems, often enduring:

- Unstable ICT network infrastructure
- Daily critical service outages & weekly system crashes
- Slow internet connection during peak times
- Overwhelmed helpdesk without a backup plan
- Inability to implement new technology

The breaking point came when a major system failure shut down services for two weeks. Principal Mark Brockhus and Deputy Principal of Learning Jodie FitzGerald started the search for a better solution.

Step Fwd IT initially stepped in to help Salesian with emergency assistance after the failure. But Mark and Jodie were impressed with Step Fwd's "partnership" approach, their willingness to listen to Salesian's needs and wants, and their ability to provide a customised service. So, the college decided to bring Step Fwd IT onboard as their full-time IT provider.

> "In the past, we would be told "you should be doing it this way". But we wanted to do what's best for our students and their learning, and to work with a company who was going to listen to what we want and be able to adapt."
> **– Jodie FitzGerald, Deputy Principal - Learning**

Step Fwd IT built an action plan for Salesian, focusing on putting an end to "quick fix solutions" and implementing more proactive measures to ensure the performance of Salesian's IT systems. Pretty soon, Salesian was experiencing completely transformed IT capabilities:

New technologies & programs
Improved network stability and overall IT quality has allowed for the introduction of new technology and new programs like BYOD.

Improved productivity & better learning outcomes
Increasing internet speed by 300% has reduced downtime, improved access to resources and increased staff and student productivity.

Proactive support
An onsite Step Fwd IT specialist manages the school's system and liaises directly with staff. Step Fwd IT also routinely ask what the college's future goals are, so they can provide the right services.

Clear & timely communication

Any IT issues are immediately acknowledged, addressed and communicated to those affected. IT discussions are always in "plain language" and are easy to understand.

Cost-effective data & dashboard management

Step Fwd IT has been managing Salesian's database assets and creating powerful PowerBI dashboarding, saving them $15,000 in external fees. Step Fwd IT also train Salesian's teachers to use the dashboards to provide more personalised learning experiences.

When the unforeseen move to remote learning happened in early 2020, Salesian College's IT was already set up to move seamlessly to remote working. Thanks to Step Fwd IT, they had systems and services to help them manage the shift, including:

- **Hardened Remote Management & Threat Protection**
  To protect devices from cyber threats and ensure continuity of services

- **Hybrid Cloud Solution**
  To ensure learning outcome is never compromised, regardless of where teaching occurs

- **Dedicated eLearning Specialist**
  To work with teachers to develop exciting and innovative ways to incorporate tech into classrooms

- **Teacher Training**
  Formal professional learning sessions & on-going adhoc support to ensure teachers were confident with tech and tools

As the IT infrastructure continues to evolve, Salesian College is confident that with Step Fwd IT's help, it can remain at the cutting edge of teaching and learning technologies. Salesian College are in a position to 'roll with the punches', and continue to offer a more diverse and hybrid learning environment, while also giving themselves a distinct advantage to climb the school rankings.

"Step Fwd know what we want and need, and that's what they deliver. They have really helped us feel confident and comfortable, and the frustration is gone." **- Jodie FitzGerald, Deputy Principal - Learning**

People focused, tech enabled

While the IT tools and capabilities have been revolutionary, it's the regular communication, training, and engagement from Step Fwd IT that has pulled it all together. Step Fwd IT has become part of the Salesian community, ingrained into the finance, teaching and learning teams and playing an active role in challenging ideas and improving school operation and outcomes.

Step Fwd IT delivers proactive thinking to deliver more value beyond just technology – putting school communities and goals first, before introducing the tools that will support them.

If you're looking for an improved IT service that can understand your school, support your staff and students, and deliver proactive IT management and support, let's talk.