

Transforming IT to Empower Education

Step Fwd IT's Partnership with Salesian College Sunbury

Salesian College, an independent Catholic secondary school in Melbourne, is home to over 150 staff and more than 1,200 students. With decades of educational excellence, the school has long been committed to providing an inspiring and innovative learning environment. However, as the college embarked on a path of expansion, it became clear that their existing IT infrastructure was not equipped to support their growth or uphold their reputation as a leading educational institution.

CHALLENGES

The school was on a path to expansion and knew that to successfully grow while maintaining its standing as a leading and innovative education provider, they needed reliable IT infrastructure and systems. However, this was not the IT experience they were receiving. Failures across their infrastructure and entire IT system left them dealing with:

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

The cumulative effect of these challenges resulted in lost class time and created a pervasive sense of frustration across the school. The tipping point came when a significant system failure caused the college to lose services for nearly two weeks. The leadership team knew they needed immediate intervention to restore their IT systems and help the college get back on track.

SETTING UP FOR IT SUCCESS

In response to their urgent need, Salesian College engaged Step Fwd IT for emergency support. After quickly restoring their systems, the college realised they needed a long-term IT solution to support their growth and resolve the recurring issues. Salesian College decided to invite Step Fwd IT to tender for the ongoing role of managing their IT infrastructure.

Initially, Salesian College was uncertain whether Step Fwd IT could meet all their needs. With high expectations for their IT provider, they were hesitant to trust another company with such a critical function. However, Step Fwd IT's approach stood out by focusing on listening to the college's needs and understanding their goals, rather than simply dictating solutions.

Step Fwd IT conducted a comprehensive assessment of the college's existing ICT infrastructure, identifying the underlying causes of instability and performance issues. Based on this analysis, a detailed action plan was developed to address these challenges. The plan called for a complete overhaul of the IT infrastructure, replacing temporary solutions with more robust systems, simplifying processes, and implementing necessary hardware upgrades.



"Step Fwd listen to what we want and what we 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

OUTCOMES

Step Fwd IT's intervention resulted in a complete transformation of Salesian College's IT environment, yielding several significant benefits:

New Technologies and Enhanced Learning Environment

The college's improved network stability and enhanced IT infrastructure enabled the adoption of several new technologies. Notably, the introduction of wireless classroom video and audio systems allowed for more interactive and dynamic lessons. The school also implemented a Bring Your Own Device (BYOD) program, enabling students to use their own devices in the classroom.

When the COVID-19 pandemic forced schools into remote learning, Salesian College was well-prepared. The college had reliable remote IT support and a stable IT system in place, allowing the community to transition smoothly to online learning with minimal disruption.

Improved Productivity and Learning Outcomes

Step Fwd IT's efforts significantly enhanced the productivity of both students and staff. A key improvement was the increase in internet speeds. By installing a new internet gateway device, the college's internet speeds were boosted by 300%. This improvement allowed students and staff to access resources and materials without delay, reducing interruptions to learning.

The enhanced reliability of the IT system also improved the overall learning experience, making educational tools and resources more accessible.

Clear and Timely Communication

A standout feature of working with Step Fwd IT has been the team's excellent communication skills. Salesian College staff have praised the IT team's ability to keep them informed with timely updates. If an issue arises, staff receive immediate email notifications detailing the situation. This clear and transparent communication ensures that everyone is on the same page and no one is left in the dark.

Proactive Support and Future Planning

Support didn't stop at resolving immediate issues. Step Fwd IT adopted a proactive approach to IT management, regularly asking Salesian College about its future goals. By understanding the college's long-term vision, Step Fwd IT was able to offer solutions that would help the school meet its future needs.



"What's been most impressive with Step Fwd is their ability to then ask pertinent questions about what we wanted into the future, and how they could meet those expectations."

Mark Brockhus

Principal

CONCLUSION

By partnering with Step Fwd IT, Salesian College is confident in its ability to stay at the forefront of educational technology. As the IT infrastructure continues to evolve, the school remains well-positioned to meet future challenges and adapt to the changing educational landscape.

Salesian College now enjoys a reliable, future-proof IT system that enhances productivity, supports educational innovation, and empowers both teachers and students to achieve their full potential.