

Building Trust Through Technology

Step Fwd IT's Partnership with Sholem Aleichem College

Sholem Aleichem College is a distinctive institution, being the only secular Jewish day school in the world. Situated in the inner-city Melbourne suburb of Elsternwick, the college caters to around 200 students from preschool to Grade 6. The school's mission focuses on embracing Jewish cultural heritage, primarily through teaching Yiddish, while fostering a secular educational environment.

CHALLENGES

Before partnering with Step Fwd IT, Sholem Aleichem College faced significant technological challenges affecting daily operations and long-term educational goals. The college had been with another IT service provider for over a decade, but their relationship had deteriorated in recent years. The previous provider appeared to be shifting away from focusing on educational institutions, leaving Sholem Aleichem with outdated technology, insufficient support, and increasing disruptions in essential services like internet connectivity and communication systems.

The lack of reliable technology was particularly problematic for a school where much of the curriculum and teaching materials needed to be custom-developed, often involving the creation of digital resources like fonts, apps, and smartboard content in Yiddish.

ENGAGEMENT WITH STEP FWD IT

When Sholem Aleichem College approached Step Fwd IT, we completed the discovery phase of our proven process, 'The Fwd Steps.' By seeking to understand the school's needs, goals, and challenges, we prioritised the development and implementation of the most essential solutions tailored to the school.

Step Fwd IT recognised that the existing technology setup was outdated and unable to support the school's evolving needs. We developed a framework that aligned with the school, prioritising trust and partnership, while ensuring minimal disruption during the transition from the previous provider.

SOLUTIONS IMPLEMENTED

Step Fwd IT upgraded the school's technology framework, beginning with servers and advancing to networking and switches. This was crucial for stabilising the IT environment and ensuring consistent access to online resources and dependable communication methods.

These solutions have been vital for the school's bespoke educational materials and for maintaining reliable communication with students, parents and staff.

OUTCOMES

Step Fwd IT has greatly enhanced the technological landscape at Sholem Aleichem College through a genuine partnership. You. Us. Together. This collaboration has made teachers feel more confident in the functionality of their tools, particularly smartboards and Wi-Fi connectivity, which are critical for delivering educational content to students. The college now benefits from a stable and reliable IT environment.



“The team at Step Fwd IT is very understanding. Everything has been going very smoothly from our perspective. I feel relaxed, and everything's under control.”

Michelle Nachsatz

Director of ICT

Sholem Aleichem College

FUTURE PLANS

As part of the long-term plan, Step Fwd IT aims to further enhance the school's IT infrastructure by integrating emerging technologies that support digital education. Key focus areas include expanding the network's capacity to manage increased demand and ensure consistent system upgrades to stay ahead of technological advancements.

CONCLUSION

Step Fwd IT's collaboration with Sholem Aleichem College began with addressing the challenges posed by the outdated and inefficient IT infrastructure being used at the time. By diligently working to understand the school's unique needs, Step Fwd IT has upgraded the infrastructure to withstand future growth, enhance reliability and support the evolving technological demands of students and staff. This case study highlights Step Fwd IT's ability to adapt to complex environments and deliver tailored solutions that meet the specific needs of educational institutions.