



The children are at the forefront of every decision made at this growing MAT. Especially with the role of technology and the IT plan.

## Overview

The Exceed Learning Partnership is a growing Multi-academy Trust of 5 primary schools in Doncaster. The Trust looks after 1,750 pupils with a staff of 260 and has plans to grow over the coming years.

The Trust has been a long-time customer of AdEPT Education, since Ofsted 'Outstanding' rated Hill Top Primary was encouraged to form the MAT in 2017. Here we speak with COO of the Trust, Andy Hibbit, and what he needs from his IT support provider.

## Services

- ✓ SIMS Support
- ✓ IT Support
- ✓ Hardware equipment & leasing
- ✓ Microsoft 365 & Google Workspace for Education
- ✓ Nebula Internet connectivity & secure filtering

## Situation

“Every child, every chance, every day” says Andy, emphasising the school motto. “We’re not just a collection of schools, we’re a community asset, supporting not just pupils but their parents and carers too.” Technology is important across the MAT, because it’s a great enabler, as well as being essential for administration, management, security, safeguarding, communications and more. But each school in the MAT may have it’s own way of operating, staff who work differently. “So we need flexibility and understanding, schools can be complicated entities and it’s important our IT support get that.”

Equally, a variety of technology requirements can sometime

mean for a plethora of suppliers. Especially as some schools across the MAT may use different providers for the same services. This can mean for unnecessary added costs, as well as a lack of accountability. MAT’s require value for money, but importantly also want to be able to hold their partners accountable and don’t want to have to deal with them being able to pass the buck.

Lastly, growth in a MAT is an important consideration, so whatever the technology solutions in place, they need to be scalable, and be able to work round the adoption of new schools, staff and pupils into the trust. Especially for the Exceed Learning Trust, and always whilst remembering “Every child, every chance, every day”.

**“We believe every child deserves the best possible start in life. Our mission is to help every young person in our schools to expand their horizons, and build the confidence, talents, interests, skills and qualifications to succeed as they make their way towards a fulfilling and prosperous adulthood”.**

## Solution



So we have the situation. a MAT requires robust and reliable IT support, services and expertise, but with flexibility fine-tuned to facilitate the needs of individual schools and users within then MAT, and the scalability to embrace new academies as they join the Trust.

All whilst benefiting from the cost advantages that MATs can obtain due to their size.

“Essentially it’s not just about the actual physical service,” says Andy, “we want an extension to the team. Each academy has it’s own autonomy, so we want our IT support provider to be able to tailor the contract based on the needs of each academy within the MAT.”

“To be able to do that, they need to know us. With AdEPT Education we feel like they do. They know who we are, and what we want to achieve, and they help us get there. It’s not just transactional. We feel like an important account and are treated properly. Nothing is too much trouble.”

“We get excellent customer service and feel that we are an important account. The services

doesn’t stop at 5pm, if something breaks out of hours or a laptop needs to be dropped off, AdEPT are there to help. They understand what we need and when we need it. We have a partner in AdEPT, and not just another contractor.”

Like with any organisation the last 12 months have been challenging. But MATs have had added pressures, notably the seemingly ever-changing government guidance, both local and national, on remote learning. “We feel like we’ve come into the latest lockdown pretty equipped, and are now happy to be out the other side. We’ve had to move pretty fast in certain areas over the last year and AdEPT have always been there with a rapid response when it’s been required. We’ve never been made to feel like it’s too much trouble, whatever we pick up the phone for, we’re always treated with respect.” He adds, “Schools can be volatile places, and certain things concerning young people around safeguarding require urgent responses or additional monitoring, never more so than when school is operating virtually, so we’ve been grateful for AdEPT’s professionalism and understanding here, especially with the configuration and support

of our Microsoft and Google deployments for remote learning.”

“The thing I like the most, is that our conversations are 3-5 years in advance, and not just reacting to the day-to-day. James and the Team at AdEPT Education are solutions orientated so proactive on providing updates and advice on the latest things we could be doing to make our lives easier. It really helps us with planning as we grow, especially when it comes to onboarding new academies to the Trust.

Furthermore “the benefits of bulking products and services together with one supplier are great, not just because of the cost-savings to be made, but because everything then links together across the MAT, and we don’t have the agony of various 3rd parties competing with each other.

If you’d like to discuss a comprehensive IT support arrangement for your MAT, please don’t hesitate to get in touch.

You can find out more about the Exceed Learning Trust here.

<https://www.exceedlearningpartnership.co.uk/>

## Get in touch

For more information on any of our services or to talk about how we may be able to help you, please get in touch with us using the details below.



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