



Make the switch like Hertswood Academy

Hertswood Academy is a large secondary school in Hertfordshire who made the decision to move away from their Local Authority provided internet connection to benefit from the TRUSTnet service. Along with fast, uncontended fibre connectivity, TRUSTnet also boasts a wealth of designed-for-schools managed IT services and teaching and learning resources included as part of the package.

Here we speak with Amanda Kaliski, The Network Manager at Hertswood Academy and ask why they decided to make the switch, and how their experience has been since joining the TRUSTnet community in 2014.



Broadband

“ **What made you decide to look for a new internet and managed service provider?**

Since the school opened in 2001 we had our internet provision through the Local Authority. We became an Academy in 2013, and were looking to expand the range of services we offered to students, staff and the community. Unfortunately we were unable to accomplish this with the existing arrangement, so were keen to look at other providers.



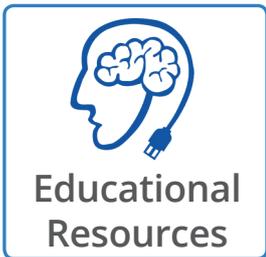
What made you consider the TRUSTnet service from London Grid for Learning (LGfL)?

We looked at several options for replacement, and were originally keen to manage our own connection and firewall. We had, however, on several occasions heard from nearby schools over the London border how pleased they were with the internet and service provision of the London Grid for Learning, so we chanced a call to see if geographical differences could be put aside and they could offer us any service.



Safeguarding Tools

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It was to our delight that Atomwide (LGfL TRUSTnet technical partner) promptly got back to us on behalf of LGfL and told us of the TRUSTnet service that extended the LGfL service to institutions outside of London. We held a meeting and were amazed at the array of services that would be made available, at a similar price to our existing connection, and actually cheaper once we factored in the savings from the online safety services such as Sophos subscription included in the TRUSTnet package.

How have you found your TRUSTnet service since signing-up?

We made the move to TRUSTnet in 2014 and in the two years since the service we've experience from TRUSTnet has been professional and reliable, and we have found their support to be invaluable.

How would you describe the support offered by TRUSTnet?

Their support team is prompt, communicative, keen, and technically capable. Their support site functions incredibly well and offers us instant access to a range of information and the free training courses that we have attended were also invaluable.

An early example of their support going above and beyond was with a video conferencing system we'd been struggling to make use of. Not expecting much, we mentioned the issue to a contact at TRUSTnet, and had the immediate support of experienced personnel, who loaned us new equipment to assist with troubleshooting the issues until the system was working.

Would you recommend TRUSTnet to other schools?

We wouldn't hesitate to recommend TRUSTnet to any other schools looking to change broadband and ICT services provider.

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**Amanda Kaliski, The Network Manager
Hertswood Academy**

To find out more about TRUSTnet, and how it could help increase performance at school whilst helping to save money please don't hesitate to get in touch.