

CASE STUDY

St Giles International & Systems IT speaking the same language

Language school opts for Systems IT's full support
service offering and hosted server solution



Customer

St Giles International



Location

International



Business

Language School

The Business

St Giles International was founded in 1955 and launched as a school of language to satisfy the demand of foreign students to learn English. Today, St Giles has grown into an international organisation with 7 centers in the UK, USA and Canada, as well as Junior Summer Courses in the UK, USA and Canada and year-round schools in Brazil. Every year around 12,000 students from over 100 different countries choose St Giles for their language and learning needs.

The Challenge

St Giles Schools operates over 4 geographically separate sites in the UK, each with individual IT architecture dedicated to processes around Finance, Student course bookings and CRM data management. A project to implement an application allowing the centralised management, administration and reporting of data across all 4 sites identified a requirement to upgrade the IT infrastructure for the group.

Tim Parker, IT Manager at St Giles International explains: "We required a completely outsourced IT service provider to implement and manage a fully hosted server infrastructure. In addition we wanted to include the provision of high quality end to end help desk facilities covering Support, Data back-up and Disaster Recovery solutions."

The Project

St Giles International worked closely with SystemsIT to tackle the overall IT Architecture design, budgeting and project management. Systems IT designed and implemented a hosted server environment located in our London Data Centre

using the very latest in server technology that meet the current and future needs of the schools and the their new CRM application. At the core of the infrastructure is a Dell server farm using VMware technology and security through active/passive Cisco security appliances. The server farm was built to provide upwards of 6 servers to the client, each one having a critical role in the day to day running of the business. The VMware and server farm provides the redundancy needed for the business to ensure maximum uptime. Utilising our terminal services solution, each St Giles employee can securely log into the network and access services and data, centrally stored on the servers whatever location they are based at.

Our fully managed services model provides the client with a complete "IT department" in which all their users can gain access to the knowledge and skill-base of our support team. Our daily activities include the proactive monitoring of all hardware, as well as dealing with user enquiries and technical issues in a timely and efficient manner.

"We have a very good working relationship with Systems IT, from their MD down to their junior engineers. Ultimately they know their business, are flexible and most importantly are reliable."

Tim Parker, IT Manager, St Giles

Benefits

- ✓ **Highly resilient & centralised IT infrastructure**
- ✓ **Scalable hardware and connectivity to encompass growth plans**
- ✓ **Service Level Agreement to ensure system availability**
- ✓ **Disaster Recovery and Business Continuity Provision**
- ✓ **End to end Helpdesk facilities to offer a smooth & friendly user experience**

The Results

The IT Infrastructure was completed, tested and delivered ahead of schedule and now forms the backbone of all of St Giles Internationals business processes and on budget.

Moving forward St Giles employees enjoy fast and jargon free access to fully qualified engineers on our helpdesk providing help and assistance within their bespoke 1 hour response service level agreements.