



Case study.

Kingsford Community School empowers teaching and learning excellence with dedicated Sharp IT Support.

Kingsford Community School, a coeducational secondary school based in the heart of Beckton, East London needed to partner with an IT provider who was both efficient and responsive.

After considering the options available, Head Teacher Joan Deslandes selected IT Management services from Sharp.

Since implementing Sharp's highly qualified technical support services team, Kingsford Community School can now focus on their mission to provide an excellent learning and teaching experience.



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Client challenge.

- IT infrastructure maintenance and management
- Lack of knowledge and support on IT issues
- Ongoing planning with an IT roadmap

Kingsford Community School needed an IT provider that could not only provide IT solutions, but also manage them entirely. Headteacher Joan Deslandes, said “It’s also important staff have reassurance that they are being well supported by their IT provider, and it is crucial for Kingsford Community School had technical support on the school’s bigger plans and IT roadmap.”

This would allow the school to focus on its core functions of providing an excellent teaching and learning experience, while the IT provider takes care of the technical details, be proactive in identifying potential issues and providing solutions before they become major problems.

Client solution.

- On boarding a highly qualified IT support team
- An IT support network for Staff reassurance
- Technical Consultant to advise on big IT projects and roadmap

Kingsford Community School was facing a number of IT challenges. Sharp proposed that the school should implement a highly qualified technical support team, to manage the school’s IT infrastructure effectively, provide reassurance to the school that they were well supported, and give them confidence that they had access to the expertise and knowledge they needed.

Another solution was to hire a consultant to plan and share guidance on some of the school’s bigger projects and IT roadmap. Ultimately, these solutions will help advance Kingsford Community School’s excellent teaching and learning.

Client result.

- All IT issues are resolved in a timely manner
- Quick communication gives staff confidence
- The Technical Consultant improves Kingsford Community School’s IT strategy

Since the installation, Kingsford Community School has seen an improvement in their overall IT experience due to the efforts of Sharps IT support team. Joan continued, “What staff and I like most is the quick resolution the IT team provide, it allows the staff to focus on their core functions.” Any issues are handled quickly and efficiently by maintaining an open line of communication with Sharps IT team.

In addition, the school has a dedicated Technical Consultant to lead their IT mission and strategy. This individual brings a wealth of knowledge and expertise to the table, and has been instrumental in guiding the school towards a more effective and efficient IT infrastructure.

Joan adds “Our Technical Consultant keeps us up to date with the latest hardware and software developments. The 24/7 support team are friendly and are always professional.

The IT helpdesk tickets are always turned around very quickly and efficiently.”

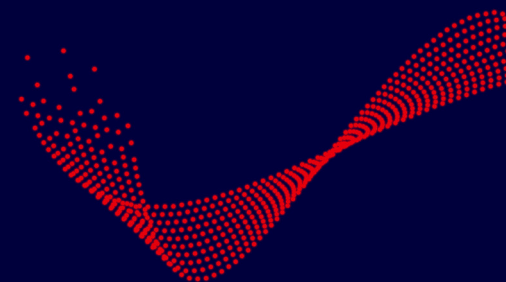
“It was important that we partner with a capable and knowledgeable IT support provider...Working with Sharp, we have definitely managed to do that.”

Joan Deslandes OBE, Head Teacher, Kingsford Community School

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