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 CASE STUDY

Kelia

Kelia and ITS Technology Group Transform Connectivity for a Specialist Global Education Provider

Executive Summary

Kelia, in collaboration with ITS Technology Group, successfully installed 27 x 1Gbps leased lines for a specialist global education provider looking for more robust, reliable and future-ready connectivity across their estate of schools.

This strategic partnership not only revolutionises connectivity for pupils and teachers across all sites but sets a new standard for education providers wanting to operate CCTV, online learning, cloud-based registration and communications platforms effectively. The introduction of a 1Gbps leased line per site goes further than just speeds, however.

It proves to be a leveller for students, ensuring all pupils have the tools to access instantaneous information – making education more equitable and accessible, no matter their socioeconomic background.

The Journey to Partnership

Kelia, though predominantly working directly, was introduced to the education provider through a dealer specialising in wireless access points and firewalls. Recognising the need for a robust business-grade internet solution, Kelia brought in ITS Technology Group to provide the necessary services as a wholesaler. The joint understanding of how critical connectivity is to the basic safety and learning of students meant that Kelia and ITS presented a refreshing solution to the provider, who faced restrictions with the incumbent supplier.

Addressing Challenges

The specialist global education provider faced numerous challenges with their previous connectivity provider. This included commercial and contractual inflexibility, and a lack of transparent communication; making it challenging to navigate tight budgets while trying to accommodate growing bandwidth demand. Additionally, the education provider made the decision to move all of their systems to the cloud, which required a stronger, faster connection at each site to ensure they could accommodate the transition. Both Kelia and ITS approached the education provider, focusing on...

- Flexible contracts
- Fair pricing
- Consultative project management
- Understanding of challenging public budgets
- Open and transparent communication

ITS, using expert knowledge of public sector organisations, collaborated with Kelia to present a flexible solution that not only maximised the school's investment, but ensured that the pastoral needs of the provider, such as transparent communication, genuine collaboration, and swift action were at the forefront of the entire project.

Benefits of Leased Lines for Education

Leased lines offer numerous advantages for the education sector, aligning with government mandates for internet speeds: 200Mbps for primary schools and 1Gbps for secondary schools. These connections are delivered by fibre, ensuring no contention or distance issues.

The primary benefit, however, lies in the service level agreements (SLAs). Kelia provides proactive monitoring, ensuring any issues are promptly addressed, thus maintaining continuity and reliability in the classroom. Educational institutions must ensure a 24/7 operation of critical systems like CCTV to ensure student premises are safe and secure – meaning connectivity must provide a baseline level of uptime and support rapid information distribution to maintain contact with both securities and, in certain circumstances, emergency services.

Leased line connections, providing a dedicated connection for the premises, ensure there's no contention that can disrupt the flow of information, and with additional backup services by Kelia, provide the reassurance that schools can continue to operate safely in the event of a line failure.

The Transformation

By switching to 1Gbps leased lines, the education provider set a new connectivity standard in the education sector. This significant upgrade addressed not just the previous bandwidth limitations, that restricted digital expansion, but also mitigated excessive costs associated with downtime and unreliable connections. The new infrastructure ensured a reliable, high-speed service essential for modern educational environments, where digital learning tools and cloud-based applications are increasingly prevalent. The transition to a leased line infrastructure ensured that the schools could reliably run their CCTV, VoIP services, Access Control systems and emergency systems with an exclusive connection that assures their continuity.

With faster connections, access to information is instantaneous, but more importantly, with ever-growing classroom sizes, leased lines ensure that schools can handle thousands of concurrent users over the same line without interruptions in service.

However, the benefits extend beyond the physical classroom.

The 27 leased lines installed across all the schools bridges the gap between the classroom and students in the event of a student being unable to participate in on-site learning. This learning continuity assurance means schools stand in better stead to manage scenarios where school premises shut, with the ability to utilise video conferencing platforms between classrooms and student homes. Not only does this provide a smoother remote learning experience, it makes learning more accessible for all.

Installation and Infrastructure Challenges

Installing school connectivity poses unique challenges, such as avoiding disruption to the learning environment. ITS Technology Group, with its access to multiple carriers and existing code powers from Openreach, enabled Kelia to minimise disruptions with fast installations without digging up playgrounds and surrounding roads. By leveraging existing networks, they avoided the need for extensive and costly groundwork, thus preserving the school's operational continuity.

Immediate Impacts and Long-Term Benefits

The shift to 1Gbps leased lines resulted in a significant increase in bandwidth— on average five times more than previously available—while significantly reducing costs. This bandwidth boost and cost efficiency have positively impacted day-to-day operations, enabling the education provider to operate within stringent budgets. The enhanced connectivity supports a wide range of digital tools, from online registers to cloud-based applications, improving both teaching and administrative functions.

Collaboration with ITS Technology Group

According to Kelia, working with ITS Technology Group was characterised by a culture of openness and honesty. The joint focus on customer satisfaction, consultative problem-solving, and long-term solutions underscored the partnership's effectiveness – ensuring the provider was confident they could approach both Kelia and ITS with any comments about their connection.



Setting a New Standard for UK Connectivity

This project with Kelia and ITS Technology Group sets a benchmark for where the UK needs to be with connectivity, especially in the education sector. The shift to a 1Gbps leased line demonstrates what is possible when robust infrastructure is in place. Schools today require seamless, high-speed internet to support an array of digital applications essential for modern learning environments.

The importance of reliable connectivity cannot be overstated, particularly considering the increasing reliance on digital tools and cloud-based resources. As the education sector moves towards more digitalised learning, the need for fast, dependable internet becomes critical. However, the project also exemplifies how connectivity plays an important role in the safety of teachers and students, with all schools reliant on fast connectivity to secure Access Control Systems and CCTV. With a more resilient leased line solution, UK schools can provide the necessary protection that keeps pupils safe in and around school premises.

Conclusion

The collaboration between Kelia and ITS Technology Group has transformed the connectivity landscape for a specialist global education provider, setting a new standard for the education sector in the UK. By focusing on shared values, consultative approaches, and customer satisfaction, they delivered a solution that not only meets current needs but also supports future digital education initiatives. This partnership highlights the critical role of reliable, high-speed connectivity in modern education, ensuring that every student has access to the digital tools necessary for success.

The project overall underscores the importance of connectivity as a fundamental utility in educational institutions, on par with heating, lighting, and water. The successful implementation of the 1Gbps leased lines not only resolved immediate challenges but also paved the way for a more connected and technologically advanced educational environment, getting pupils ready for a digital workforce. By setting this benchmark, Kelia and ITS Technology Group demonstrate that with the right partnerships and solutions, the future of education in the UK can be significantly enhanced, ensuring that every student benefits from the best possible learning experience.

“Top to bottom communication has been the root to success which is one of the reasons we’re with you. The values of being aligned on this and transparency means we’re working for and with the customer to find the best solution, and the flexibility that ITS provides is why we’re able to deliver these services to this provider.”

Kevin Grainger – Sales Director, Kelia

“Working with Kelia on this project was refreshing. Simple, flexible contracts put in plain terms sealed the success of this project and has provided a platform to manage internet connectivity across all our campuses with ease.”

Regional IT Manager, Specialist Education Network

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