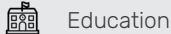# Aylesbury High School
Managed Network Support

Sector:

🏫 Education

Services:

- Enterprise Managed Network Support
- Onsite WiFi Survey, configuration, installation

Highlights:

- Aylesbury High School is benefiting from a robust, high-density wireless network

- The WiFi is critical to the school's digital learning and teaching communications

- For optimal WLAN peformance the school chose a managed network support contract from Redway Networks

- Redway's certified and experienced engineers support the school by offloading network management.

- Aylesbury school's proactive managed network support is providing a technical 'safety net' for the school's IT team.

Aylesbury High School is supporting its high-density wireless network with enterprise managed network support from Redway Networks

Redway's Managed network support is future-proofing the wireless network at Aylesbury High School by providing proactive monitoring, security updates and expert technical support. Enabling the school to focus on educational software and core ICT operations. The school's high-density Cambium wireless network is highly robust, but with the WiFi being so critical to the school it wanted to ensure optimal performance with enterprise managed support from Redway Network's technical engineers.

Tom Wilson, Senior IT Technician at Aylesbury High School says: " By investing in Redway Networks proactive managed network support we've created a reliable, secure, and high-performing wireless network that's enhanced the learning experience whilst reducing IT time."

Aylesbury High School is a large secondary school and the only girls' grammar school in North Buckinghamshire. The school's network supports 1500 students and 100 staff across a large campus with several educational buildings and outdoor learning areas. Online teaching and learning is integral to the school with Google Classroom being the central hub for tools and resources.

Tom says: " We have 1-1 Chromebook learning in place with more than 30 student devices per class connecting to the network at any one time, plus staff devices, so we rely on seamless, fast WiFi access to our cloud-based applications and interactive tools".

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Crucial Safety Net of Technical Support

Tom says: "Our Cambium WiFi supports our whole online world, so it has to work at optimal performance all the time. Even though Cambium is incredibly reliable, we wanted peace of mind, so we took out a Redway Networks' enterprise managed network support contract to provide a crucial network safety net of ongoing support."

The school receives technical support from Redway's team including unlimited helpdesk support, daily proactive monitoring of the network, timely updates to the Cambium hardware and software, responsive troubleshooting and alert management.

Redway Networks' engineers are highly certified and experienced in the design, configuration, installation and ongoing support of high-density, educational networks.

Redway's enterprise managed network support services enable inhouse school IT teams to focus on strategic decisions without the interruptions caused by day-to-day troubleshooting, helping to keep the network performing at its best.

Tom says: "Having Redway Networks' managed support in place ensures our wireless network can handle increasing device loads and can adapt to new technology needs as they arise.

"It's reassuring to know that if we have a major outage with the network, I can pick up the phone to Redway Networks and one of its expert engineers will be on hand to solve it. With our wireless network being so integral to our school, having a dedicated support service from Redway Networks takes the pressure off us and enables us to focus on other priorities."

Managed WiFi Support Improves Performance

Redway Networks proactive monitoring helps to identify and resolve issues before they disrupt connectivity. Managed support reduces downtime by detecting and fixing network bottlenecks or hardware failures early which ensures students and teachers always have consistent access to digital resources.

Redway Networks' support has improved performance and WiFi speed across the school, which is important for its high-density digital teaching and learning environment.

Tom says: "By investing in Redway Networks proactive managed network support we've created a reliable, secure, and high-performing wireless network that's enhanced the learning experience whilst reducing IT time."

Redway's support optimises bandwidth usage to prevent slowdowns, ensuring seamless video streaming and access to cloud-based applications. Redway's technical team identify and mitigate interference issues, ensuring strong and stable Wi-Fi connections.

Proactive management helps with the school's security and compliance as it includes regular security updates to protect against cyber threats like malware, hacking, or unauthorised access.

With Redway's support, Aylesbury High School can prevent expensive emergency repairs and unplanned downtime. This has reduced the need for the school's IT team to handle network troubleshooting which is easy through the Cambium cloud dashboard.

Tom says: " Having Redway Networks' managed network support ensures our Cambium WiFi can handle increasing device loads and can adapt to new technology needs as they arise.

"Our investement into managed support has created future-proofed WiFi."