



## MILTON KEYNES COLLEGE

### CLIENT

Milton Keynes College – one of the fastest growing providers of education, training and development in the UK – is a general education and training college with over 31,000 students and 1600 staff. The college is also a leader in offender learning, delivering educational services across 28 prisons.

#### Key Facts:

- Fast growing provider of education, training and development in the UK
- Delivers educational services across 28 prison locations with an annual contract value of £35m
- 31,000 students and 1600 staff



*I see our relationship with Mirus as a mutually beneficial partnership. Mirus have become an integral part of our department and members of their team are seen as colleagues rather than suppliers.*

*Nathan Indge, Head of Facilities and IT Services Milton Keynes College*

### THE CHALLENGE

The organisation wanted to adopt a more strategic approach to IT, with the aim of allowing its education services to thrive on a reliable, robust and safe technology platform. To achieve this, a comprehensive review of all IT systems – including hardware lifecycles, replacing ageing technology and improving security – was necessary.

Nathan Indge, Head of Facilities and IT Services, explains that large investments in IT infrastructure prior to our involvement had not resulted in the right outcome: **“Before I assumed responsibility for IT, the college made a number of investments. Unfortunately, these hadn’t led to noticeable improvements for the students.”**

Nathan adds that some areas of the infrastructure were underperforming and still required investments: **“Ultimately, my aim was to boost the provision of IT services to staff and students, and begin a digital transformation to enhance the delivery of teaching college wide.”** Nathan was also keen to improve the governance around the IT infrastructure.

Nathan quickly recognised that the organisation’s IT management team needed support to deliver the necessary updates and changes. Our extensive industry knowledge and proven expertise made us the perfect partner to provide this strategic advice.

Working in close partnership with the college, our task was to:

- Develop mature policies and processes for IT provision, ensuring they aligned to the ITIL framework.
- Update client devices to more modern operating systems.
- Make Office 365 available to all staff and students.
- Reduce the complexity of the infrastructure.
- Improve the security of the college’s infrastructure.
- Develop the structure of the IT department.



*They have a very pragmatic approach to delivery of their services and always focus on the right outcome for us and everyone at the college.*

*Nathan Indge, Head of Facilities and IT Services Milton Keynes College*

## THE SOLUTION



We started out by conducting an audit, focusing on the IT delivery processes and the health of the IT infrastructure.

Following successful presentation of the audit, we were engaged to provide Virtual Chief Information Officer (VCIO) services to help support Nathan in his new role and to assist in developing a digital transformation strategy.

Since coming on board, our role has developed and we've assisted in completing projects that have transformed IT services across the college.

**Nathan explains: "Mirus have become an integral part of our team and are seen across the IT department as colleagues rather than suppliers."**

As a result of our partnership, the college now has a high performing IT infrastructure and modern systems, providing multiple benefits to both staff and students.

Highlights of our tactics include:

- Developing best practice IT service processes.
- Working with external auditors to deliver an improved result for the IT team.
- Leading and completing a migration of all staff to Office 365, including assisting in an adoption strategy.
- Replacing the legacy wireless solution across multiple sites with a new cloud-based solution.
- Reducing ongoing IT costs by reviewing third party contracts.
- Completing security consultancy and penetration testing services, then addressing concerns which were identified.

M I R U S

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## MIRUS IT SOLUTIONS

Mirus is an award winning IT services provider, with offices in Milton Keynes and Central London, working in partnership with businesses, charities and schools/colleges across the Midlands and the whole of the South East of England.

We can provide a huge range of services to the clients we work with; from IT Managed Services - on standard business hours and 24/7 basis - network monitoring and management, solution design and implementation, business continuity and disaster recovery; to Virtual IT Director services.