# netcentral **Case Study**



**Brief description of the business and what services you offer to schools:**

Netcentral is a Managed Service Provider that offers trusted network and IT solutions to schools across East Anglia. We have specialist knowledge and proven expertise in providing schools with outstanding ICT support and IT services, from the school office to the classroom. At Netcentral we recognise that it's crucial to deliver the best value for pressurised budgets; that's why we provide honest advice on the most effective solutions in terms of cost, performance and time. We tailor our service to meet your school´s individual needs, whether it's to supplement existing in-house resources or completely outsource ICT support.

**Services we offer to schools include:**

- Hardware and software
- Servers and networks
- Cloud solutions
- Broadband and VoIP telephone systems
- Interactive displays and audio-visual
- Strategic planning

**Compared to other solutions you looked at, what was it about Securly that made it seem a good fit for your schools?**

- Cloud-based
- Much more affordable solution for schools with tightening budgets
- Easily deployed (both in-person and remotely)
- Extremely scalable
- No cumbersome hardware installs - great for schools that are moving toward more reliance on web-based solutions
- Seamlessly integrates with varying devices, like Windows, Apple and Chrome
- Stripped back end-user UI - makes for easier management, faster uptake from staff and quicker response times to potential safeguarding concerns
- Additional add-ons which complement the main filtering solution

**Would you recommend Securly to other resellers?**

Absolutely! Whilst we have a professional working partnership, there are no enforced sales targets, pushiness or need to engage beyond placing an order. But as with everything, you only get out what you put in. Since partnering with Securly, we've successfully transferred a number of existing customers to this solution and we now have a lot fewer filtering-related tickets compared to two and a half years ago. We are now also looking at how else we can build the Securly solution into other services and packages that we offer.

**Who are the main users of Securly in your schools and how does Securly help them?**

Senior leadership teams, safeguarding leads, phase and year group leaders and class teachers. Securly helps the schools by providing:

- Increased autonomy across the school
- Faster response times to safeguarding concerns
- Increased visibility over students' web and device activity
- Greater and easier control over allowed and blocked URLs for both staff and students

**What support do you get from Securly?**

We get lots of support. Firstly, channel manager are on hand to answer any queries, provide access to branded support materials and case studies, support in POC meetings and are available to discuss opportunities. Technical support are always available too, with very prompt response times. They are able to support with deployments and will further escalate support requests if required, they always follow up on open tickets and, after a solution has been found, they check in to make sure all is well.

**What makes your Securly partnership successful?**

- Partnership with a reputable distributor
- Frequent engagement and catch-ups
- Transparency
- Open discussions
- Having that physical person to turn to when you are posed with questions or issues that you have no answer to