

MANAGED IT SERVICES.

ABOUT HAMPTON COURT HOUSE SCHOOL.

Located in Richmond-upon-Thames, Hampton Court House is an Independent School for pupils aged 2 to 18. In 2021, the school joined the prestigious and selective Dukes Education Group.

Hampton Court House provides quality academic education, prioritising the arts and languages with their renowned French immersion programme.

Hampton Court House ranked in the Top 50 of Independent Schools in the UK in 2022.

THE CHALLENGE.

In 2023, Hampton Court House found themselves at breaking point with their IT estate. Under their previous Managed Service Provider, progress had halted on the Google to Microsoft migration project, which had been ongoing for two years.

Teaching and learning was being impacted by an aging network and misconfigured devices, which were unfit for purpose. This resulted in a loss of trust and confidence in IT amongst the teaching staff and the School Leadership Team. Staff had given up reporting issues.

Hampton Court House were looking for a specialist education IT provider to design and deliver a digital strategy, alongside an immediate improvement plan.

They wanted a company who could form a strong relationship with their on-site IT Manager and rebuild confidence with the Leadership team.

“We’ve already been able to make a real difference to the overall IT systems at Hampton Court House in a short period of time. I’m really excited about what the future can look like for the school and happy Holker are supporting them on that journey.”

Steve McGrath, Director for Education at Holker



THE SOLUTION.

Holker completed the migration project from Google to Microsoft 365 over the summer of 2023, before commencing the support for the school's IT in September.

Holker introduced a reporting system to enable staff to easily raise their IT related problems. This created a direct communication channel between all staff and our IT Team.

Holker are now the first point of contact for every IT issue at Hampton Court House, from simple password resets to complex network issues. We work with the onsite IT Team to make sure that issues are responded to and resolved, ensuring any disruption to teaching and learning is minimised.

HOLKER.
Reassuring IT