



Bury Grammar School

Ben Whitaker, Head of IT Services

Tell us about your organisation and the NetSupport solutions you have in place...

Hi, I'm Ben Whitaker, Head of IT Services at Bury Grammar School and we've been a NetSupport customer for the last five years. We're currently using NetSupport DNA and **classroom.cloud** - both products really complement each other and work well combined.

We tend to use NetSupport DNA within the IT team for remote support and inventory management - in terms of checking hardware specifications and software on each device. We provide remote support wherever the staff or students are and it's a great tool for efficiently managing issues that crop up within the team.

What were some of the IT challenges you were facing?

Twelve months ago, we launched a one-to-one scheme. One of the tools that the academics and teaching staff were looking for was a tool to seamlessly manage all of these one-to-one devices in classrooms. We also wanted low overheads in terms of the IT team having to administer that - then we found **classroom.cloud**, which is a great product. The teachers love it and it syncs with either Microsoft or Google. We are a Microsoft school, and it syncs all the Teams down. The staff love the fact that they are able to see what the students are on and when we did have periods of lockdown, they could use it both at home and in school.

What are some of the stand-out features?

One of the great features of **classroom.cloud** is the fact that you can set timings. So, you can set when it will monitor the students, which is great in terms of our one-to-one scheme; we can be aware that students are using devices at home. You can set it to times that it will only monitor and capture keywords between 8am and 4pm, term time only, and not at the weekends.

Another great feature just launched, as a CPOMS customer (I believe they also have a MYCONCERN), is that the safeguarding can directly inject the safeguarding concern into CPOMS. This massively saves time that is used to screenshot or capture that data and that's really driving efficiency - it's one of the best features of the solution.

Another one is the inventory management they brought on track recently. There are lots of other features that they keep developing and it's really helping us as a school to manage devices on a day-to-day basis - and it also helps teachers in the classroom by making sure the students are on track and they are looking at the correct content, not content which is unsuitable.