

The ICT Service Microsoft Office 365 and Acronis Backup

February 2020



The ICT Service

[The ICT Service](#) provides information and communications technology (ICT) advice, guidance, solutions and support to schools and academy trusts in Cambridgeshire and surrounding areas.

The service was established in 1995 and became a trading unit of Cambridgeshire County Council five years later, providing chargeable services to schools and academies.

Based in St Ives, Cambridgeshire, with 40+ staff members, the advisory and support service incorporates provision of end-to-end ICT solutions covering broadband, technical consultancy, sales, installation and support, hosting services, managed ICT services, office and classroom training, and consultancy.

The ICT Service and Vuzion

The ICT Service became a Vuzion partner two and a half years ago, following a request to Microsoft for an introduction to a CSP Indirect Provider with an education focus.

John Chapman, Head of Service at The ICT Service, says, “We had a major project in the pipeline to migrate over 30,000 school staff users from a hosted Microsoft Exchange solution out into Office 365. We needed an expert partner with Microsoft Office 365 licensing and technical expertise, to support us in setting up this project.

“We approached Microsoft directly, who put us in touch with Vuzion, a Microsoft Authorised Education Partner. Our account manager, Ian Hill, has demonstrated his expertise within the Microsoft education programme, and we’re delighted with the way the relationship is developing.”

Migrating hosted exchange to Microsoft Office 365

The initial focus for The ICT Service was to migrate Cambridgeshire school staff – totalling over 30,000 mailboxes across Cambridgeshire primary and secondary schools – from the ICT Service hosted Microsoft Exchange solution, into Office 365.



Why Office 365

With so many school staff predominantly using Microsoft systems – and in particular, Microsoft Office – the move to Office 365 represented a natural progression. The greater functionality available with Office 365 created an added incentive to move, and many of The ICT Service’s migrated customers have already enhanced their working environments by using more of the available Office 365 functionality.

John Chapman: “Historically, we know class teachers have loved the facility to be able to instant message their colleagues in other classes, and that office staff find it a blessing to be able to easily contact teachers.

“Teams pulls together so much of the Microsoft Office 365 toolset, including communications, collaboration, easy access to files and resources, and the sharing of thoughts and ideas.

“We have schools at all sorts of different levels of knowledge and understanding where technology is concerned; however, we are now seeing more schools catching up and making more use of some of the rich functionality available in the Office 365 suite.”

Office 365 and Vuzion

Vuzion is a Microsoft gold partner, with Office 365 a core offering within the partner portfolio, and offers support services to partners migrating customers.

For The ICT Service, Vuzion created a migration script, which The ICT Service was able to utilise for every migration scenario.

Previously, The ICT Service had investigated the potential purchase of a one-time migration tool. But, Vuzion's repeat-basis migration script has meant less cost incurred by The ICT Service for the migrations, plus they have added capability to their kitbag, with functionality to be used for future migrations.

Vuzion's control panel, Vuzion CORE, was also integral to the success of the migration programmes.

Barry Cauldwell, Systems Development Manager at The ICT Service: "Vuzion CORE enabled us to quickly onboard the schools, as the platform links everything together including the Microsoft Partner Network."

The ICT Service has now migrated 179 customers from a Hosted Exchange solution, into Office 365.



Backup with Acronis

With the contract for their existing backup solution due for renewal, The ICT Service had begun to look around for alternative backup solutions.

Implemented four and a half years ago, their existing backup system hosted on-premises at The ICT Service had worked well and suited The ICT Service's need. However, the solution was approaching the time for hardware refresh, and the software provider was changing their delivery model and licensing pricing. This would have resulted in considerable capital expenditure to replace the existing backup system, and incorporated a heavy licensing burden.

Vuzion and Acronis

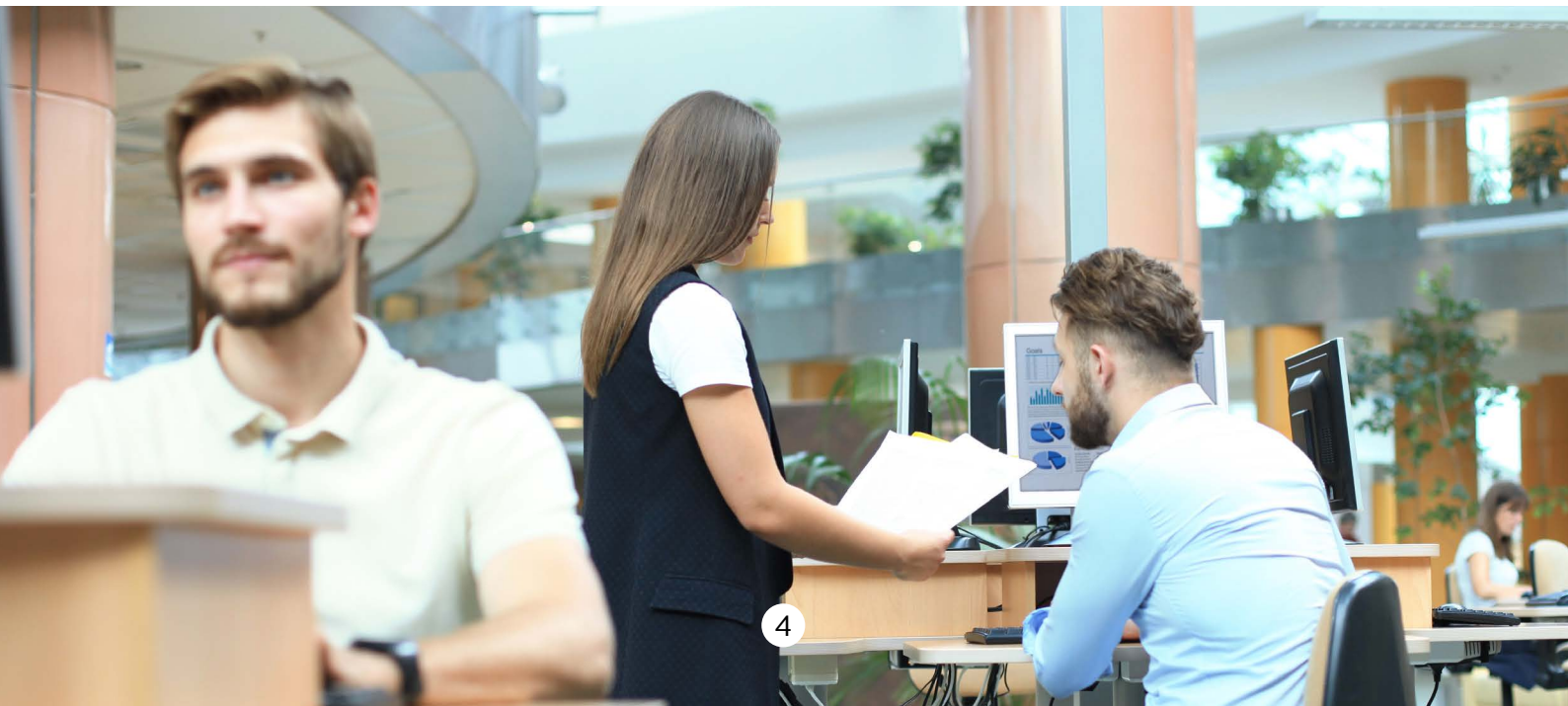
Vuzion is an Acronis gold partner and has been offering Acronis Backup Cloud through the Vuzion marketplace for a number of years.

With The ICT Service having looked into Acronis' offering and expressed an interest in finding out more about the company and backup solution, Ian Hill was able to arrange an introduction to Acronis.

John Chapman: "Following an initial call to discuss requirements, Acronis came on site, and gave us a full day, demonstrating capabilities and covering how backup works and how to set up customers, how to configure portals, and assign the backup to the individual schools.

"Acronis coming to us meant that we could have a good look at the platform and gain a rapid understanding of the product.

"We owe thanks to Ian for arranging the introduction and as our account manager, seeing through on a day-to-day personal level the development of the relationship with Acronis – from helping to organise the initial demonstrations, through to deployment."



The ICT Service–Acronis experience

The ICT Service took advantage of the offer of a 30-day trial to prove the solution was fit for their purpose.

Acronis was thoroughly tested, internally and with an existing cloud backup customer. The tests were very favourable and the decision was soon taken to move to using Acronis as the cloud backup platform.

Acronis is now The ICT Service’s de facto cloud backup option, with a number of schools and academy trusts having already moved to Acronis to deliver backup requirements.

John Chapman: “We are selling Acronis into schools as a way of backing up the school server as well as Office 365 mailboxes.

“With Acronis, we’re also able to support schools outside the Cambridgeshire School network, and which we couldn’t do with the previous backup architecture.”

Acronis in action

Shortly after moving to Acronis for backup provision, The ICT Service was required to carry out a bare metal recovery for a school server that had died.

Barry Cauldwell: “We were able to restore the data to a recent restore point objective in the shortest space of time, one day.

“The flexibility of the solution is great, with a number of options to facilitate a swift complete, bare metal or granular recovery.”

Ian Hill: “Acronis simplifies the whole backup process. The one pane of glass approach is great for them. It reduces the complexity and amount of time needed to manage each customer’s backup status.

“With Acronis, The ICT Service –



Delivers for their customers, great protection against cyberattack



Provides schools with a robust, affordable solution



Has been able to create a managed service that is flexible to meet individual customer needs from Primary, to Secondary and Multi Academy Trusts



Delivers a pay-as-you-consume model



Utilises a modern, tidy, organised, structured, friendly eCommerce platform for their backup provision.”

The ICT Service and the future

The ICT Service is committed to providing forward thinking services to its customers, and will continue to provide solutions alongside the latest, proven cloud technologies, aligning with relevant Department for Education technical strategies to provide valuable services to schools and academies.



Ian Hill: “Vuzion is committed to helping partners to maximise the opportunity that cloud offers.

“We look forward to continuing and expanding upon the relationship with The ICT Service in the years to come.”



For more information contact the Vuzion team:

UK Office

 www.vuzion.cloud
 partners@vuzion.cloud
 +44 333 009 5939

Ireland Office





 www.vuzion.ie
 partners@vuzion.ie
 +353 168 561 91

About Vuzion

A Microsoft Gold Partner, Vuzion is a modern, value-add cloud aggregator and Microsoft CSP indirect provider (CSP distributor).

When collaborating with an indirect provider, transition to become a cloud MSP becomes easier and swifter. With our mission to help partners grow a long-term, future-proof, and profitable cloud-based business, our continually developing portfolio of cloud services, complementary professional and managed services, and partner-to-partner offerings, enables partners to build the solutions customers want.

Vuzion’s value-add services are offered across four pillars:

-  **Marketplace & eCommerce** – Vuzion CORE, our next-generation cloud portfolio and billing platform
-  **Training & Enablement** – Vuzion EDGE delivering technical upskilling, certification and accreditation support
-  **Professional Services** – Vuzion PRO, supporting technical capability and capacity challenges
-  **Go-to-market Support** – Vuzion GROW, helping partners go-to-market with confidence

With 20+ years’ cloud experience, Vuzion is headquartered in Fareham, Hampshire, and has offices in Dublin and Belfast.



24/7 Support
Helping you all the way



Delivering ROI
Highest Office 365 adoption



20+ Years
Experienced in Cloud



An Ecosystem
Hundreds of connected partners



Grow Together
Fastest growing Azure provider



Over 90%
Partners would recommend Vuzion

