



case study



# Brockington College

We first came into contact with **Com-Com** when looking for a support partner for some of our ageing, end of life equipment. We had a total of 9 blade servers and a storage area network which we wanted to keep going for another year or two whilst we put funding aside for the move to a virtualised solution further down the line.



### Background

Initially we were struggling to get the support we needed with companies either reluctant to support equipment over 5 years old, and those who did charging a huge premium for doing so. We contacted Com-Com and they were keen to come out and meet us to ensure they understood our requirements. After meeting some of the Com-Com team they seemed extremely knowledgeable, keen to understand our specific needs and find a support package which was a good fit for us. The offer they put forward was extremely attractive both from a pricing level (charging far less than anyone else willing to support the equipment) but also, and more importantly, from a support offering level (we were provided with a cache of spare parts for us on-site should we have a failure).

### Requirements

The server infrastructure we had in place was beginning to show its age and when we performed a cost comparison between keeping the equipment going to extend its life and switching the equipment for new, more efficient and cheaper to run hardware we realised that it was a good time to consider replacement.

When it came to the bid process Com-Com were keen to put forward a proposal for the project so we met with them, along with a number of other companies well known within educational ICT. When the bids came in the one for Com-Com really did stand out from the pack on a number of levels:

- They seemed to have understood exactly what hardware would suit our environment and the infrastructure they put forward was the most highly specified of all providers put forward
- There was a real emphasis throughout the bid on a holistic support package which would cover all areas of the project (Hardware, Licensing and Support) for the full 5 year support and maintenance period.
- They were keen to point out that they do not see this being a 5 year lifecycle which will end the day the equipment is out of warranty and they would be keen to continue supporting the equipment beyond this period.
- They were the only company to offer buy-back options on our legacy hardware to off-set the cost of new equipment
- Whilst not in itself a key decision factor, they were also the lowest price offering of all suppliers who bid on the project which was an added bonus

The one area which was a concern for us was going with somewhat of an 'unknown' company to us at the time but after looking into the financial background of the company, seeing their long trading history and getting some high profile references we decided to go ahead.

### The Project

We decided to carry out our transition during the summer break to avoid potential disruption to staff and students, and also ensure we had enough time to carry out the migration, taking into account any possible snagging points.

Due to the extremely high level of technical competency shown by the engineers, along with the pre-project meetings and careful planning which had taken place, the migration went flawlessly and was completed in well under the time predicted by both ourselves and Com-Com. In total the project took less than a week and consisted of setting up the SAN environment, configuring a 3 host ESXi environment, transitioning around 9 servers across and performing full failover testing.

During this time the attending engineer explained how the system was being configured and worked hard to ensure a high level of knowledge transfer so that we had a full understanding of the system at the point of handover.

### Summary

We have been absolutely delighted with the service offered by Com-Com at every step of the way, from our initial meeting, to project planning and finally in carrying out the installation they have been extremely professional, efficient and reliable. Having a single point of contact for all queries, both on a sales and technical front, means we have never been left waiting and always have any queries resolved promptly.

We would have absolutely no hesitation in using them again and recommending them to colleagues within the education sector who want a high level of service without the huge costs usually associated with traditional 'educational ICT providers'.

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