

George Watson's College

Case Study



Customer Overview



GEORGE
WATSON'S
— COLLEGE —

George Watson's College is a leading independent day school that provides learning and teaching from Nursery through to S6. Located in Edinburgh, the 52- acre campus is home to over 2,300 pupils and offers a broad and varied range of academic and extracurricular activities.

“In many ways, we are more like a college or small university in terms of physical size and the number of people we cater for”

Chris McMorris, Senior Technical Lead, Watson's

The Challenge

The school identified the need to make major changes in its infrastructure and selected Cisco because of the technology benefits and the ability to integrate with existing systems. The desire for far better communication and creating a trusted process was at the heart of the project.

The IT support team of just seven people have to support all the pupils and staff across the campus. And as such they need to ensure effective communication to deliver the service levels required by a busy school.



The Solution

Watson's worked with their technology partner Ping Network Solutions, a Scottish based Cisco-focused systems integrator, and Cisco to deploy the solutions across the school.

Ping recognise that a successful deployment is not going to achieve the forecasted benefits without people using the services as planned. So they called upon Taleka to provide an end user adoption program for the technical team in the school.

“Technology is only half the story, for a deployment to be considered really successful the users need to see and enjoy the benefits the technology brings, which is why we work with Taleka who have been delivering training on Cisco products for over 15 years. We have seen their approach to end-user adoption in action and believe it to be essential for any roll out of Cisco collaboration technology products.”

Martin Jamieson, Project Manager,
Ping Network Solutions

The Adoption Program

Taleka proposed to drive customer adoption of Cisco Jabber and Webex Teams by focusing on three business use cases.

These use cases allowed Watson's to achieve measurable KPIs, increase utilisation, and align to its vision of improving the employee experience. Taleka carried out surveys and a focus group with the IT support team to uncover use cases. Taleka defined and prioritised the business use cases that would most benefit the school. An adoption best practice program was created that included specific guidelines on the three use cases identified, with project management, training and marketing with the IT department.

“By identifying use cases from within the team and getting them all on board to be using the Cisco products in the way we wanted, we have been able to improve the efficiency of the support department and that has had a positive impact on the operation of the whole school. The team felt that they had not only been listened to but their input had been used to build out the adoption program and this gave them a deeper understanding that the technology and process were there to help them so they all have been following the guidelines and benefiting from them. We restored trust in the IT team and by creating a system and workflow based on how the team actually work still have a face to face, personal approach with the staff while sticking to a defined process.”

Chris McMorris, Senior Technical Lead, Watson's

The Use Cases

1

Find an Expert

Staff struggled to find the right person to resolve their issue. This was both physically on the large campus and matching the right skills. Also the ticket system and resulting workflows were not being followed. This resulted in a loss of productivity. The use case that Taleka uncovered was finding an expert and to delegate them to the next available job to resolve. This improved the team's trust in each other to work together and solve problems better. Finding the person and communication was achieved using Jabber across devices.

2

Webex Meetings to resolve more complex IT Tickets

Because the ticketing system was not being used properly and a perception that tickets didn't get responded to people bypassed it. This resulted in a lack of tracking and no knowledge share. Taleka identified that the IT team could use Webex Meetings to call employees with a problem and step them through the process to help them resolve the issue. On more complex problems this would ensure IT teaches employees how to resolve issues themselves.

3

Webex and Webex Teams for Staff Training on Repeat Tickets to reduce the number of IT tickets

Taleka encouraged the George Watson's College to use Webex to record short How To videos and make them available to the staff. Taleka also advised the school to use Teams to organise their workflow and solve issues internally. By running training on Webex on how to resolve common issues the IT support team could reduce the number of tickets raised and improve productivity across the school.

The Outcome

These use cases were built into an adoption best practice program including training and marketing into the IT Support team. The outcomes of this adoption program were measured to ensure that it met the improvements agreed when defining the KPIs.

“The end user is ultimately the person who makes or breaks the success of a technology rollout, putting those end users at the heart of the adoption program with a user-centric design helps guarantee that success. Taleka has many years of experience in delivering high-quality training for Cisco products and their approach to adoption has proven to be successful time and time again.”

John Martin, Strategic Account Manager, Cisco

“It was a pleasure to provide the end user adoption for Watson's and we thank our partner Ping for working with us again to deliver success for another one of their rollouts.”

Bryan Tappenden, Sales Director, Taleka