



RMTM
Education



Salford City Council

Salford Local Authority

Case Study

Salford Local Authority trusts RM Education with ICT services and innovation for almost a decade

With 89% of schools across Salford Local Authority being satisfied with RM Education, renewing the contract repeatedly since 2010 and until 2020 was a straightforward commercial decision. Here we find out how Salford Local Authority and RM Education work together and the benefits experienced by the schools in the area.

Salford Local Authority looks after 77 primary schools, 14 secondary schools and five special schools, with Contracts Manager Terry Walsh overseeing the relationships with RM Education. Salford Local Authority began working with RM in 2010 during a Building Schools for the Future (BSF) project where an ICT managed service was required. RM beat several other companies during the tender process and won the contract. Since then, even without BSF, the relationship has gone from strength to strength and continued with two further extensions. In 2015 it went through a full and rigorous procurement process underpinned by the Crown Commercial Service vehicle.

"We chose RM for many reasons – the fact that they offer a dedicated ICT managed service for education, their innovations, CPD and excellent understanding of teaching and learning."

Terry Walsh

Contracts Manager, Salford Local Authority

Why RM?

Terry lists many benefits for the schools in the area as a result of the Local Authority's partnership with RM Education. These include:

- **Expertise in the education sector**
There are many companies operating in the ICT support for schools space, yet not all of them are 100% focused on education. Terry believes that RM's sole focus on the education sector and the understanding of the challenges faced in schools sets them apart from any other ICT support provider.
- **Innovation**
From creating innovative immersive learning spaces featuring virtual reality and new hardware and software for schools, to turning City Learning Centres into Transforming Education Networks (TEN) Centres, RM has helped the Local Authority with showcasing new technologies to schools. This also included robotics, audio visual technologies, iPads and Androids almost a decade ago.
- **Excellent satisfaction scores**
The schools within Salford Local Authority are sent annual questionnaires to find out how happy they are with the ICT services they receive from RM. 89% recently said they are satisfied with RM Services, testament to the excellent ICT provision they receive.
- **Team work**
Terry sees RM Education and Local Authority ICT support as almost merging into one unit



– working extremely closely together with an invisible split between the two organisations. “We’ve never had to refer back to the contract – we always just do what we feel is right between us,” says Terry.

- **Trust**

Terry says the schools across the Local Authority trust RM. “It’s the ethos RM has,” he says. “They are our trusted ICT support provider and have been for almost a decade now. Together we see ICT as the fifth utility and we receive a valuable service from RM.”

Further innovations include a joint initiative giving young people the opportunity to work as apprentices alongside the RM team, the majority of whom have gone on to work at RM. Also the introduction of cloud services to include backup, SIMS hosting, internet filtering and wireless as a service back in 2005, making wireless futureproof and more affordable across the Local Authority, when the majority of schools in the UK were using on-premise wireless controllers.

RM and the Local Authority have also rolled out an ICT strategic plan for all schools. This has helped the schools to plan financially and technically for the next five years, and this physical document also gives added value when Ofsted calls, and when governors, heads and Local Authorities all sign off this process.

“It feels like we are a team with RM – it’s not a case of them and us. We are all in this together and our schools see RM as a trusted partner.”

Terry Walsh

Contracts Manager, Salford Local Authority

In the future Salford Local Authority also plans to work closely with RM on new technologies for its schools including artificial intelligence, machine learning and new data analytics capabilities – as well as citizen engagement projects.

Find out more about support services from RM and how we can help your schools:

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