

Digital transformation in action

A case study on the partnership between RM Technology (lead Managed Service provider), Ingram (Distribution and Infrastructure logistics), and Dell (Hardware and Cloud).

Project overview

RM, Ingram and Dell have been working with schools and trusts to modernise IT infrastructure, bridge digital divide across disparate sites, deploy endpoint devices safely, and migrate legacy learning management environments to secure hybrid-cloud ecosystems.

Executive summary

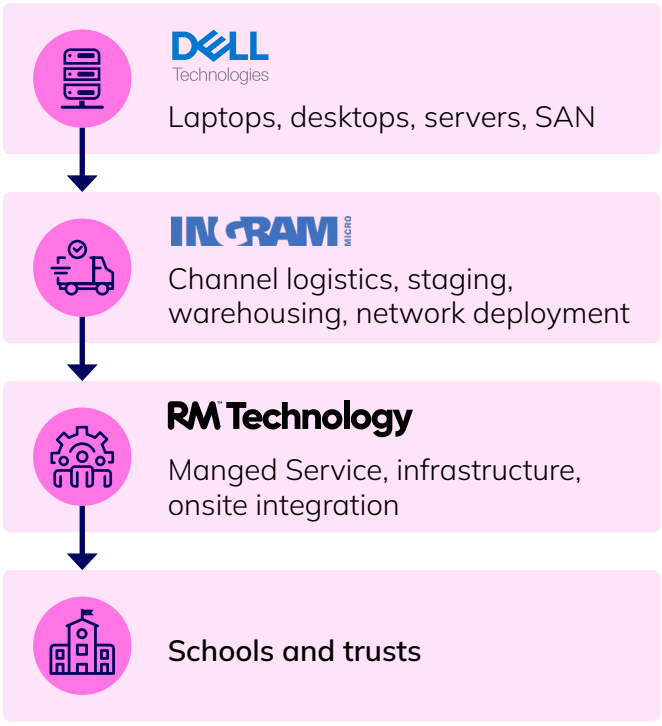
As digital learning moves from an optional layer to an integral core of curriculum delivery, institutions require robust, secure, and scalable IT environments. **St Francis Xavier Sixth Form College** (FE College in London) sought a future-proof technology overhaul.

To deliver this scale, RM Technology partnered with Ingram (utilising its network services division), and Dell. This consortium created a multi-tier solution – combining enterprise Dell hardware, Ingram Micro's supply-chain agility, and RM Technology's specialised education management expertise.

The challenge

- **St Francis Xavier Sixth Form College:** Needed robust end-user devices for a high-density student body, alongside strict cybersecurity and data compliance controls tailored for 16-19 vocational and academic learning.
- **Supply chain and logistics:** Procuring, pre-configuring, and deploying hundreds of endpoints within tight academic holiday periods.
- **Network dependability and security:** Ensuring fast, zero-downtime site connectivity alongside zero-trust endpoint protection for devices used both in school and at home.

Solution architecture and partnership



Dell supplied end-to-end hardware solutions, including laptops, high-spec desktops, and servers with storage for cloud integration.

Ingram acted as the core distributor and supply-chain orchestrator. They provided pre-deployment imaging, tagging, and white-glove logistics, ensuring zero delay in rolling out pre-configured kits.

RM Technology functioned as the lead Managed Service Provider. RM deployed and tailored the network, integrated the software suites, provided 24/7 support, and trained educators.

Key implementation steps

Step 1: RM Technology audited existing legacy servers and campus networks, creating a unified hybrid-cloud pathway.

Step 2: Hardware was routed through Ingram's integration facility. Systems were pre-provisioned using cloud enrolment services (such as Microsoft Autopilot on Dell hardware) before arrival on campus.

Step 3: Implemented over scheduled term breaks to prevent teaching disruption. RM engineers refreshed server racks and installed modern interactive learning devices across both sites.

Step 4: Configured centralised filtering, endpoint protection, and unified identity access management across both institutions, wrapped inside RM's managed support services.

Key results and impact

Metric/focus area	Impact
Deployment speed	Reduced endpoint setup times from days to minutes via zero-touch pre-provisioning
Network reliability	Achieved 99.9% uptime, ensuring uninterrupted digital exams and remote connectivity
Cost efficiency	Consolidated procurement via Ingram and reduced total cost of ownership (TCO) across hardware lifecycles
Student engagement	Supported technical curricula with high-spec compute power.

Conclusion

By leveraging Dell's hardware quality, Ingram's logistics scale, and RM Technology's deep sector knowledge in education, St Francis Xavier's 6th Form College successfully transformed their IT estates into modern, resilient learning environments capable of supporting hybrid education and high-demand digital coursework.

Are you a trust leader looking to modernise your institutions' digital infrastructure? Get in touch with the RM Technology team today to explore how our collaborative ecosystem can support your visit.

rm.com/technology/contact-us