



University of Salford

Ambitious University reaps the reward of Viglen Managed Services

Viglen and Toshiba



Toshiba is a world leader and innovator in pioneering high technology, a diversified manufacturer and marketer of advanced electronic and electrical products.

Toshiba has built its leading position in the secondary and tertiary education sector by the many relationships and partnerships it has created over many years of experience. For technology to truly deliver on its promise within the sector, power, performance and innovation are not enough. It must be extremely cost-effective and be able to deliver the ultra-high levels of reliability and value for money that is increasingly demanded by the current economic climate.

Viglen's partnership status with global computer specialists Toshiba enables the business to reflect the same degree of flexibility, performance and versatility in their support for mobile users. Whether clients need the performance and manageability of the Tecra range or the specialisation of the Portégé, Viglen will help each client to select the best notebook for every desk in their school, college or university. To enable greater mobility, we can help select a Windows or Android tablet computer, allowing the client to put the latest technology straight into the hands of those who need it most.

As a Toshiba Premium Partner, Viglen's extensive experience in schools, colleges and universities will support deployment with pre-delivery services including software installation, disk imaging, asset management and a whole host of options to minimise the time taken to get staff and students using their new notebooks. Viglen also provides expert advice about approved accessories and wireless configurations to enable clients to get the most out of their mobile investment.



Bordan Tkachuk
Viglen,
Chief Executive Officer

"At Viglen, we believe passionately in promoting excellence throughout the education sector and our relationship with the University of Salford is a testament to our collective vision. The University is forward-thinking and innovative and we are proud to have a long-term relationship with an institution who shares our values and principles."

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IT's Personal



ICT at the University of Salford

Prior to 2009, the University of Salford, part of the North Western Universities Purchasing Consortium (NWUPC) had no management of client devices and there was no formal replacement cycle in place. In addition, each department was purchasing IT hardware and software separately; there were no centralised purchasing procedures.

In 2009, Viglen was awarded the University of Salford's Managed Services Contract, originally for three years under an EU Tendered IT Framework Agreement. This has now been extended using the NDNA framework and is currently worth up to £1m a year. Viglen offered best value and a superior service, including asset tagging, engineer activity and flexibility around deliveries, on-site installations and first-class customer service with outstanding Service Level Agreements.





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About University of Salford

Situated just to the north-west of Manchester, Salford is an ambitious, 20,000-student strong university in the midst of a thriving, creative community. The campus is at the heart of a £650m regeneration scheme in the area with the long-term aspiration to be in the top quartile of UK universities in teaching and learning by 2017.

Viglen hold the position of 'best value supplier' on lot 1 and in partnership with Toshiba on lot 3, whilst remaining prominent on lot 2. The benefits of using the Agreement include competitive pricing delivered through an open book cost-plus model reviewed with the manufacturers on an on-going basis; fully evaluated hardware and supplier technical support during the tender process; free technical support via technician-to-technician Level II engineers; free three-year warranties on all business notebooks and all quotations are acknowledged and responded to within measured service levels. The process commenced with an audit of the University of Salford's fleet capturing over 4,500 PCs and laptops by Viglen's engineers (as well as checking specific location and desk assignments). This equipment was asset-tagged with the details entered into a bespoke asset inventory based on SharePoint to support visibility of refresh times and to aid tracking. Engaging simulation software is used to teach pupils about dangerous scientific experiments and Document Cameras are used to present 3D images of hazardous experiments performed by the teacher which are projected onto smartboards for the pupils to see.

An agreement was struck to refresh the hardware on an original three year cycle which has recently changed to four years as the equipment has proved to be robust and reliable and therefore doesn't need refreshing so often. The agreement included desktops, Toshiba laptops, configuration and installation of all new equipment based on a pre-agreed specification and different imaging dependent on end user, such as administration staff, academic staff and students.

The University's decision to award the Managed Services contract to Viglen was based on their first-class industry reputation and outstanding National Desktop & Notebook Agreement (NDNA) score. The University carried out a mini-tender under the NDNA framework for the supply of desktops, Toshiba laptops and managed services on the basis that they wanted to consolidate all purchasing with one supplier.

The NDNA is a Framework Agreement and the result of a procurement exercise run by LUPC (London Universities Purchasing Consortium) on behalf of the purchasing consortia of regional universities and colleges of higher and further education. The NDNA agreement covers three 'lots' - Lot 1 is for desktop computers, Lot 2 is for laptops and notebooks and Lot 3 is a One-Stop Shop for desktops, laptops and notebooks.



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Throughout the process, a project team led by Viglen's Business Development Manager worked alongside senior members of the University of Salford's IT team, including Desktop Operations Manager Angus Rae and Mark Hilditch, Associate Director of IT Operations.

"Viglen were appointed as the University of Salford's single supplier for PCs and Laptops in 2009. Since we first defined how we expected our Desktop Managed Service to operate it has evolved in many ways, primarily due to the excellent relationship we have a built with Viglen over years. Viglen now deliver and install all desktop machines direct to the end user, as well as managing the replacement of our PC Suites and Teaching Room."

Mark Hilditch
University of Salford, Associate Director of IT Operations

Working together, Viglen's team of highly experienced engineers seamlessly co-ordinated the project with the end-users which took in the extensive project brief and requirements, procurement, installation, networking, inventory updates and asset-tagging as well as the complex procedure of removing and recycling all legacy hardware.

To date, Viglen has supplied the University of Salford with over 3,500 Viglen Genie and Omnino desktop PCs and 600 Toshiba Tecra and Portégé laptops, as well as docking stations and bespoke imaging. Approximately 100 Apple Macs (purchased by the University of Salford and delivered to Viglen for configuration) have gone into MediaCityUK, the new home of the BBC, ITV, the University of Salford and over 80 small businesses since the University brought them online in 2010.

Viglen doesn't simply unpack the computers and install them. Specific installation guides ensure a consistent level of service across the board. The appointed Project Manager co-ordinates all aspects of the supply, imaging and installation with both the University's IT staff and the end-users. Installations are scheduled on a daily basis. As an additional benefit to the University of Salford, Viglen created an online buying page with the configuration

set up for each department so they have easy and secure access to an efficient and expedient purchasing process.

Since 2009, the Contract and the entire IT infrastructure at the University of Salford have evolved as the needs of the University have changed in terms of management, budgets and end-user requirements. Not only does Viglen offer a structured and scalable approach, their core values of transparency, honesty and integrity tessellated with the University's vision of promoting excellence, creativity and their forward-thinking and progressive view of education and business.

The net results of the partnership include dramatically lower failure rates, meaning less on-site visits and less disruption for end-users. Standardisation and continuity of equipment has reduced variables, in turn reducing the cost of supporting multiple models and the University benefits from comprehensive support from Viglen should any issues occur. In addition, the ease of management, the alleviation of laborious tasks and a reduced workload have freed the staff to focus on strategic planning.



'Viglen's capacity to deliver tailored solutions and their professional approach to supporting the University has enabled us to focus on customer support, at the same time removing the mundane, resource-intensive replacement of machines for staff, PC Teaching Rooms and Open Access Areas' says Mark Hilditch. He continues, 'in 2010, the University brought MediaCityUK online and using Viglen to supply, configure and install approximately 300 computers made the tight schedule possible. Utilising their project management approach and flexible resource capacity, this was achieved on time, on budget and without incident'.