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YORKSHIRE COLLEGE OF BEAUTY CASE STUDY

THE TECH SPEC

Name: Yorkshire College of Beauty
Industry: HE/Education
Number of users: 30

OUR SOLUTION

Two Reserved Instance Virtual Machines in Azure
- One Domain Controller Virtual Machines
- One Remote Desktop Services Virtual Machines
Office 365
Veeam Agent for Windows backing up to Veeam Cloud Connect
IPSEC Site to Site VPN from on-prem HQ to Azure Platform5

BACKGROUND

Established in 1983, the Yorkshire College of Beauty is the largest training provider of Beauty Apprenticeships in the UK.

The College provides world class-training for future beauty therapists, and is an internationally-renowned CIDESCO training establishment.

The College offers a range of full time, part time and short courses from its training academy in Leeds, West Yorkshire, and has trained thousands of students, who have gone on to pursue careers in the beauty industry.



CHALLENGES

Historically, the College had experienced long standing issues with their on-premises infrastructure, including downtime and daily reboots, which affected the daily operations of the College.

To make matters worse, the College had no local IT support, and was having to attempt to resolve the problems they were encountering in-house.

The downtime resulted in the disruption of a number of classes, which had a direct effect on the College's students, who were becoming increasingly frustrated with the limitations of the system.

The College required a solution which would allow staff to access their emails, accounting platform and internal systems remotely, as well as a simple web portal log-on for students.

“We decided to approach an external provider, who could resolve the issues we had been experiencing for some time,” comments Nadine Allen, Yorkshire College of Beauty's Finance Manager.

Concorde devised and demoed a proof of concept cloud solution to the College, which would significantly improve their daily processes. This was subsequently approved by the College.

‘We hand existing relationship with Concorde Technology Group, who had previously provided support,’ continues Nadine. ‘We decided to outsource the solution to Concorde, who were capable of providing a comprehensive digital transformation, as well as support to meet our ongoing needs.’

SOLUTIONS

Concorde provided the College with a suite of cloud solutions, including remote desktop services via secure cloud services, and secure email via Microsoft office 365 cloud environment.

"The easy solution would have been to simply upgrade the existing hardware with more resources," comments Shabaz Darr, Concorde's Technical Lead on the project. *"We wanted to give them a full solution, which would not only work for them now, but in the future and allow them to grow as a business. The Microsoft Azure Cloud Solution we provided was perfect!"*

As a certified Microsoft Cloud Partner and ISO 9001 and ISO 27001 accredited company, Concorde was able to use its knowledge and experience to help the College to utilise the full potential of Microsoft Office 365 - the result is a software suite that is significantly faster than the systems used previously by the College, as well as being extremely secure.

"Our team can remotely access the platforms we use on a daily basis," continues Nadine. *"Emails, spreadsheets, student software and our Sage accounting platform are now accessible from our mobile devices."*

Ongoing monitoring, management and remote support was provided 24/7/365 by Concorde's high-level ITIL-based customer support team, which included an end user service desk.

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Shabaz Darr
Concorde's Technical Lead



BENEFITS

The College now benefits from "best-of-breed" technology - a secure, stable cloud solution, which is monitored and managed by Concorde. Furthermore, the solution is easily scalable, to reflect user increase or site number increase.

The College's services are now available to users away from the office, offering simple, secure connectivity for all devices.

"Concorde has provided us with a significantly sturdier model than we had previously," continues Nadine.

"We now have an accessible cloud solution, which is much more reliable. The problems we encountered previously are a thing of the past."



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