

Customer Success Story

OmniCom Solutions



The Future of Interaction.

OmniCom Solutions have been delivering IT Support to Kells Lane Primary School in Gateshead for a number of years, and when they recently felt their IT equipment was out of date OmniCom were their first port of call to help replace it.

“The whole team work so well together and provide an excellent service”.

Business Manager, Lydia Heath first heard about OmniCom over 20 years ago whilst working in a different school and was so impressed with their services, recommended them when she moved. OmniCom were chosen to complete this specific job because of the quality of services OmniCom have provided in the past. The school also uses OmniCom for fortnightly TechShare (a scheduled technicians visit), so any teething issues could be resolved quickly.

Old technology meant that teachers weren't able to take advantage of the latest software and learning tools so OmniCom

recommended all classrooms were kitted out with their own CTouch—the latest in interactive technology. OmniCom have found CTouch to be increasingly popular amongst schools in the region not only for their multi-touch properties, but also in terms of reduced replacement costs and increased visibility.

As a touchscreen uses an LED screen rather than lamp, you don't need projector bulbs and it also means you don't have the issue of shadows obstructing your view.

OmniCom's online quotation systems allowed the school to play around with figures with ease, adding additional boards and equipment before signing online to speed up the procurement process.

“OmniCom are always professional, friendly and very efficient. I wouldn't even consider going elsewhere!”

Background.

Kells Lane Primary School is a larger than average primary school serving pupils from the Low Fell area Gateshead. Ofsted have judged the school to be *'outstanding'*.

'Standards over recent years have been consistently high. All pupils, whatever their ability, gender or ethnic background, make excellent progress. Their achievement in relation to their starting points is exceptional'.

Customer Needs.

The school required a brand new interactive solution throughout as their IT equipment was very out of date.

Solution.

OmniCom introduced Kells Lane to CTouch screens, the latest in interactive technology. The CTouch installed uses LED rather than lamps so the school are no longer faced with the costs of replacing bulbs.

Custom made stands were made for boards in Early Years, so that children as young as 4 can take advantage of a fantastic interactive device.

Conclusion.

Interactive screens are now being tried and tested as a learning tool and OmniCom have received nothing but positive reviews. Training and demonstrations have proven exceptionally valuable to all members of staff and they no longer feel restricted by the limitations of old technology.

A tight time frame was given and it was essential that all boards were up and working before the end of the summer holidays. Thanks to OmniCom's experience and knowledge of the scale of the install, all went extremely well and it was noted how professional and timely installation engineers were. Training was also arranged direct on site to allow all members of staff to gain an insight into how to make use of the CTouch and see just how useful the devices can be.

Shortly after the initial install, OmniCom were asked if anything could be done to lower the screens in Early Years as the children were unable to reach. After a quick call to the manufacturer, OmniCom were able to provide the school with custom stands which allow the boards to be lowered in height and moved as necessary. With all boards now being used to their optimum, teachers have already noticed a difference in the way pupils interact and believe interactive technology is the best way forward.

The professionalism and efficiency of OmniCom's team throughout the whole process was noted and nothing but positive reviews have been received from the school. Teachers are no longer restricted by the limitations of older technology and have definitely taken a step in the right IT direction.

Comments.

"OmniCom are always so professional, friendly and very efficient. Shaun and Ben worked very hard on the install supported well by Dave. Kylie was excellent with finding out exactly what we needed and with providing quotes and answering any queries we had. The whole team work so well together and service is always excellent. I can't miss out Adam who is our regular, brilliant technician and someone who we could not do without! Please don't grow too big and change."

Lydia Heath, Business Manager at Kells Lane Primary School.



Before and after of the installed interactive boards.

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