



RM Flex

# Case STUDY

Manchester

## St Patrick's RC High School

A trusted ICT support partner at St Patrick's RC High School

St Patrick's RC High School is a co-educational faith secondary school located in Greater Manchester. RM have been their ICT support service provider since 2010.

Their facilities include:

- Nine fully equipped computer suites/IT breakout areas
- A high quality library and Learning Resource Centre
- A fully equipped music suite with recording studio and private tuition rooms
- A brand new sports hall, fitness suite, and a gymnasium
- A fully equipped drama and dance studio, and performance theatre

The quote that follows is a summary of a conversation with their Business Manager who is responsible for managing the school's partnership with RM Education.

**“ We began our partnership with RM Education six years ago as part of the BSF programme. Throughout this period RM has helped us move our ICT forward with excellent support and guidance. ”**

**Paula Hassall**

Business Manger, St Patrick's RC High School



"Our school has an excellent relationship with our RM Relationship Manager, Mark Wantling, who is always contactable. This has been crucial to me, as ICT isn't an area of my expertise. I have been given great support and guidance around the whole school requirements of ICT. We have regular update meetings to ensure the support we are receiving is good and feedback with any changes or requirements that are required."

"RM takes pride in the recruitment process of school based technicians, they used in-depth processes to ensure a highly skilled technician was appointed to meet the specific needs of our school. I see all RM staff as trusted advisors and they are always easy to approach and eager to help."

"All staff have excellent support from the helpdesk, either by phone/email or logging through our RM Support portal. All jobs are responded to quickly and resolved efficiently, the majority within the hour or quicker. RM prioritises incidents around teaching and learning impact, any issue that has an impact on classroom delivery is always classed as high priority which is crucial for us with the delivery of education to the pupils."

"We have also run many projects with RM, notably the roll-out of iPads in the classroom."

She continues...

**"RM not only ensured we had the right infrastructure in place to support the use of iPads but also worked with department heads and individual teachers to support their effective use for enhancing teaching and learning."**

**Paula Hassall**  
Business Manager, St Patrick's RC High School

"Budgets are tight and RM has recently worked in partnership with us to address this. Utilising their knowledge of ICT in education and combining this with our senior leadership team's vision for education, together we have developed an ICT refresh plan, ICT strategy document and a technology roadmap. This has already helped us with cost efficiencies for example purchasing solid state drives and memory to make best use of legacy kit and introducing a programme to replace legacy smart boards throughout the school."

**"RM support allows our teaching staff to have the confidence in technology, they are able to walk into any of the school's classrooms and begin using ICT without hesitation or worry."**

**Paula Hassall**  
Business Manager, St Patrick's RC High School



Let's Work Together. 

If you would like to talk to RM Education about a bespoke ICT support solution for your school, delivered by a trusted partner, please email your details to [flex@rm.com](mailto:flex@rm.com) and we'll get in touch, or call us on 0808 172 9534.