

The Client
City of Glasgow College

Sector
Education

Location
Glasgow



"Capito's ability to respond quickly to our requirements provided valuable support during a period of lockdown.

Working in partnership and having the devices processed by Capito, meant that we were able to equip students with the devices they needed to support remote learning and teaching despite the impact of local restrictions."

Director of IT
City of Glasgow College

The Background

Scotland's largest college, City of Glasgow College, offers innovative approaches to teaching and learning which enable personalised development for all its students. The College is designed for 40,000 students across a range of nearly 2,000 courses from Access Level to Masters.

The brief was for Capito to work in partnership with City of Glasgow College's I.T. team to asset-tag and process image over 2,000 laptops at a time during national lockdown when the College's twin site campus buildings were closed.

The additional laptops, part of a student laptop-loan scheme, needed to be reconfigured at speed to enable pre-scheduled deliveries to students to be met and disruption to online learning and teaching minimised.

The Solution

The College team extended their SCCM imaging environment into Capito's ISO 27001-accredited staging centre, meaning that devices could be processed at scale.

Across 2020, Capito fulfilled their brief and delivered over 2,000 laptops to the College.

These services were all underpinned by Capito's ISO-accredited Quality, Environmental and Information Security Management Systems.

The Outcome

Capito listened to the college's requirements and provided a flexible and reliable solution to work with the existing team and increase the availability of mobile devices during a critical time impacted by lockdown restrictions.

The impact of local restrictions necessitated having the laptops processed by Capito and allowed the devices to get into the hands of students much sooner as they could be processed at scale.