

The Client

North Lanarkshire Council,
Educational Department

Sector

Education

Location

North Lanarkshire (multiple
sites across the region)



"With the uncertainty of this past year, we have been thankful to have Capito as a trusted IT partner.

Everything went smoothly, even during periods of high demand, and having Capito take care of the complex logistics meant that our new laptops were ready to go upon receipt. Being able to schedule the deliveries in advance was also a huge advantage.

Capito's staging and delivery supported ongoing distribution to our pupils, many of whom may not have been able to fully participate in remote learning with their peers."

Technical and Digital Services Manager
North Lanarkshire Council

The Background

North Lanarkshire Council is responsible for providing services to a region with a population of around 350,000. The Education Department supports 60,000 users, a combination of primary and secondary pupils and teachers.

During national lockdown, the authority required additional support to accelerate the availability and deployment of mobile devices to the most vulnerable students. This Blended Learning initiative was part of the Scottish Government's Connecting Scotland programme for digital inclusion.

The Solution

Across 2020, Capito asset tagged, imaged and delivered over 7,000 laptops to the Education sector in North Lanarkshire Council.

Our ISO 27001-accredited staging facility allowed us to process these at scale, allowing us to get the devices to the Council much faster, thereby getting them in the hands of students sooner.

Asset register information was provided in advance of deliveries, so that they could be allocated to students in advance. Since the council offices were closed during lockdown, pre-scheduled deliveries allowed them to ensure that resources were available to receive them.

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

The Outcome

Capito provided a flexible and reliable solution to maximise the availability of mobile devices during a time when they were most needed. Additionally, having these services added at Capito's premises meant that the devices were ready to use upon delivery.

As a result, 7,000 students, who may not otherwise have had access to the necessary tools, are now able to learn remotely.