

**Customer**  
RM Education

**Sector**  
Education

**Location**  
UK Wide

**Services Provided**  
End User Computing  
Professional Services

Managed Services Support

Broadband Router Installation



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*Capito have proven to be flexible, reliable and very competent across a range of projects, from small to very large complex deployments.*

**Chris Mason,  
Business Services  
RM Education**

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# Customer Reference

One of the UK's largest suppliers of IT services to the Education sector, RM Education, required an experienced and reliable partner with the skills and operational expertise to deliver the full suite of IT deployment services across the UK.

Capito delivered deployment services for end-of-life refresh of hardware and software, and provided Managed Services Support, at a wide range of educational establishments. Part of this delivery was on the Government's Priority School Building Programme (PSBP), of which RM Education is a significant ICT contributor.

Capito's engineers are all Enhanced DBS checked and hold a CSCS H&S certificate which enables them to work in Educational environments/newly built schools accordingly. Backed up by a complete logistics solution for secure movement of equipment, together with their UK-wide reach, Capito was a natural fit to support RM's successful delivery of these services.

RM Education is also a leading provider of safe, fast and reliable Internet connectivity solutions to the education sector. Capito provided broadband router installation services across the UK.

## The Services included the following elements:

- On-site installation, including desk side and server side equipment and hub room patching
- De-installation from existing site, transportation, and re-installation at new site
- Imaging in-situ
- Asset registration
- Project co-ordination and management
- Waste packaging removal
- Provision of support engineers, with experience in an educational setting and good customer relationship management skills
- Installation of pre-configured routers, testing and obtaining customer sign off

All activities are underpinned by Capito's ISO Accredited Information Security, Quality and Environmental Management Systems.

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