



Thomas Deacon
Academy

Thomas Deacon Academy

Pinacl Plus delivered as part of an innovative ICT solution to the largest academy in the UK

Completed in September 2007, the £46m Thomas Deacon Academy in Peterborough is the largest and most technically-advanced academy built in the UK to date.

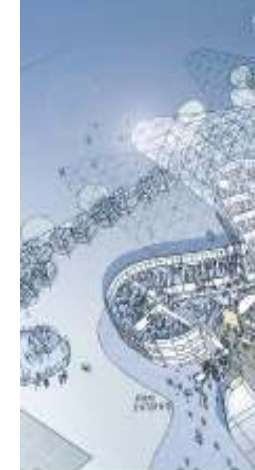
As the largest Academy in the UK, the award winning Thomas Deacon Academy integrates a number of 'state-of-the-art' technologies to effectively address a number of key challenges, which include reducing the academy's environmental impact, bridging the 'digital divide' and improving the computers to pupil ratio.

Working together with IT consultants Cybercom, Pinacl Solutions successfully designed, managed and implemented, within budget an innovative ICT infrastructure solution, incorporating leading edge technology with exceptional technical knowledge and project management expertise. Bringing innovation to the forefront of the teaching environment and enhancing the learning experience for its 2,200 students, the solution incorporates a number of innovative technologies from a number of industry leading manufacturers including Citrix, Novus and Cisco.

Pinacl's fully integrated infrastructure play a pivotal role in the day-to-day running of the new academy, using innovative thin client and remote access networking technologies to achieve this.

As part of the maintenance cover at TDA, 'Pinacl Plus' is deployed which utilises a Network Operating Centre (NOC) where the standard maintenance contract has been taken to the next level in terms of advanced monitoring and remote support, thus becoming more pro-active.

This is achieved by utilising the latest event management tools which allows your maintenance contract to benefit from: Event management/Pro-active monitoring/Remote engineering assistance up to CCIE level/Remote diagnosis/Remote configuration/software updates/Back-up and restoration/Equipment End of Sale notifications/Equipment End of Life notifications/Trend Analysis/Remote access provision underwritten by CLAS consultant/Assistance with Capacity, Availability and Configuration Management/Assistance with Disaster Recovery planning/Network Design Recommendation/ITIL processes & procedures/Service level reporting/Service level management/Reduced Management Total Cost of Ownership/Reduced Staffing Total Cost of Ownership/A single point of contact with our ITIL Service Desk 24x7x365/Quarterly service reviews and a formalised escalation process.



pinacl
SOLUTIONS

Pinacl Solutions UK Ltd
Op DC Technium
St Asaph Business Park
St Asaph, Denbighshire
LL17 0JD

Tel: +44 (0)1745 535300
Fax: +44 (0)1745 535351

marketing@pinaclsolutions.com
www.pinaclsolutions.com



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Email: enquiries@pinaclsolutions.com

Call: 01745 535305

Visit: www.pinaclsolutions.com