



## CHOOSE PROTECT

### HISTORY

The College was founded in 1892 and has been providing education and training for the local and wider community ever since that time. It enjoys the benefit of being located right in the centre of Bath – a world heritage city.

The college offer approximately 75 full-time courses and approximately 1,000 part-time courses. There are 1,816 full time and 8,973 part time further education students.

A range of HE courses to advanced levels equip a further 627 students with paths of learning.



*“Protect is a good insurance policy and is the ultimate pooling of resources. It provides peace of mind, not just for MIS but for the whole college”*

**Jon Bonugli,  
Information Systems  
Manager**

In 1999, with the vast technical developments occurring in the computer industry, it was clear to City of Bath College that it had to review its MIS systems. The decision was made to go out to tender for a new fully integrated MIS system which would meet the technical changes/developments already in existence and which could be adapted as changes continued to be made in the future.

The City of Bath College chose the Agresso suite of products as the preferred software solution and went live with the new system running on SQL Server, in August 2000. Unlike the previous system where the college had the in-house skills to maintain and administer the software platform, in this instance the college did not have the required SQL skills to fully maintain the system. Therefore, when the PROTECT schedule was offered by Agresso City of Bath College were extremely interested to learn more about it.

### REQUIREMENTS

The college, like other institutions had experienced difficulties in both attracting and retaining people with the level of SQL database administration expertise that the college required. This resulted in the college lacking the MIS resources and skills needed for the initial implementation and subsequent operation.

City of Bath College also felt that an increase in the level of understanding and skills in the more complex areas of their new AGRESSO software solution would be beneficial to its operations.

### CHOICE

Bath College and Agresso had a long standing relationship and a rapport already existed between Agresso's Professional Services team and the College's technical staff. Therefore City of Bath College found Agresso's PROTECT agreement the answer to their Management Information System difficulties.

The PROTECT (Planned Resources Over Technical environments and Computing Techniques) service from Agresso is a flexible schedule of services, which is aimed at assisting institutions in achieving a higher level of technical expertise. The service can commence at any time and can continue for any length of time required by the customer.

There are no contracts involved with PROTECT, instead a Service Schedule is agreed with the customer itemising the level of service required to bridge the knowledge gap.

Once the Service Schedule is agreed, the dates on which the services are to be performed are scheduled immediately for the required period thus allowing the customer to plan accordingly.

Although a total cost of each service is stipulated and ordered by the customer, payment is only requested after the service has been performed. In addition to this, after each service is provided, a report is produced as permanent record of the activities out.

The PROTECT service aims to develop a personal relationship with each customer which results in a better understanding of how the customer's business operates. In order to achieve this and meet the customer's specific technical needs more efficiently, one consultant is assigned per site.

PROTECT has huge advantages to any organisation in that it saves the two most valuable aspects of any business - TIME and MONEY. It is an essential service carried out by professional technical consultants at an unbeatable price.

At City of Bath College, the PROTECT agreement has resulted in the knowledge that its systems are being kept up-to-date with new versions and interim releases of the software.

Staff have found that the range of PROTECT Services have allowed them to stipulate the college's skill requirements and Jon Bonugli, Information Systems Manager went on to explain *“Protect is a good insurance policy and is the ultimate pooling of resources. It provides peace of mind, not just for MIS but for the whole college”*



## FEATURES

- A tailored set of services to help manage the technology of business more effectively
- The flexibility built into PROTECT allows services to be enabled or disabled at any time
- Highly trained personnel operate to procedures certified to the International Standard, ISO9001

## BENEFITS

- Eliminates the need to Employ additional skilled Technical staff who are expensive and who have an inevitable time delay associated with their introduction
- Eliminates the need to provide additional training for existing staff which is a constant requirement given the current pace of change.
- Eliminates the need to rely on staff learning by experience which is a dangerous path and which could potentially result in high costs in terms of problems encountered.

Agresso is one of the leading software houses, providing systems for student, finance, HR and CRM management in the education sector.

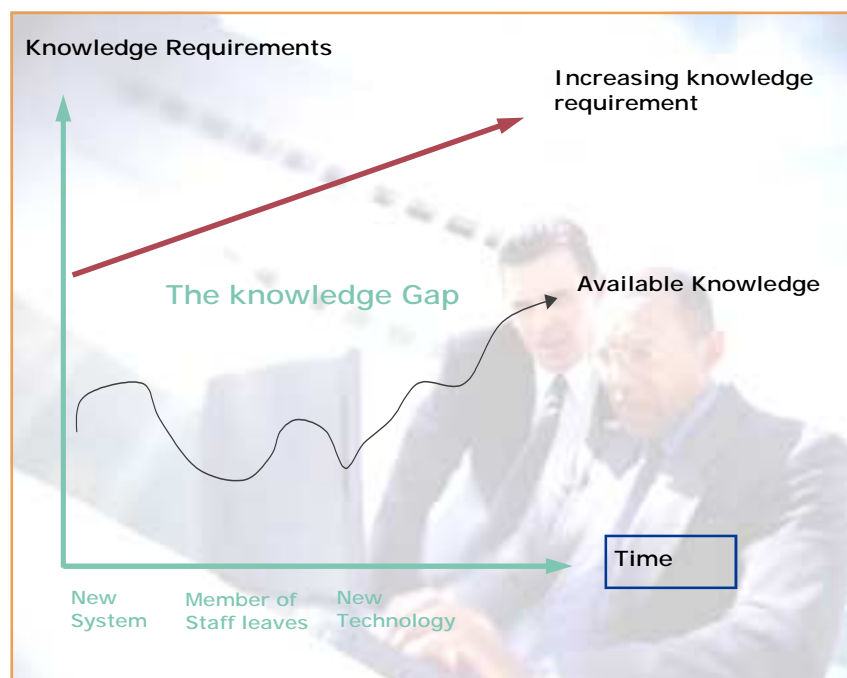
We offer implementation, consultancy, training, project management and support – all subject to TickIT/ISO 9001 accreditation.

User Groups are held to provide a useful forum for discussions on future product developments and enhancements – lending itself to customer-driven product development.

## PLANNED RESOURCES OVER TECHNICAL ENVIRONMENTS AND COMPUTING TECHNIQUES

*"The flexible & cost effective solution to your Technical Business Needs"*

The ever increasing changes in technology place a tremendous burden on organisations with specific regard to the level of competence required to support their technical infrastructure. Change is always accompanied with a requirement for knowledge and it is our view that the future holds acceleration in this trend with the consequence of a growth in the knowledge gap.



A PROTECT Services Schedule is tailored to your own requirements could assist you in resolving such issues as a key member of your technical team deciding to leave your employment or you urgently requiring Relational Data-base Skills or Microsoft releasing a new form of technology.