

## CHOOSE PROTECT

### BACKGROUND

Trinity & All Saints is an Independent Catholic Foundation committed to the principles of care and community and welcoming students of all races, religions and cultures. Opened in 1966 as two colleges on a single site, Trinity and All Saints has been offering degrees of the University of Leeds since 1974. In 1980 the colleges formally merged into a single institution and in 1991 it was designated a full College of the University.

The attractive residential campus is set in 40 acres of landscaped grounds and offers a wide range of facilities to students during term-time and to conference visitors throughout the rest of the year. Excellent sporting facilities provide the ideal location for summer residential football camps and coaching courses.



*'Having PROTECT gives the College peace of mind knowing that the finance system is being looked after by professionals and has found an efficient method of reducing the risk of IT and data failure as a result.'*

Julia Hill,  
Finance Officer

There are currently 3,000 students following full and part-time programmes at Trinity & All Saints which is situated six miles from Leeds City Centre. Undergraduate studies include Management, Media and Communications, Primary Teacher Training, Arts, Social and Health Sciences. Postgraduate courses include Bi-media, Radio or Print Journalism, Secondary Teacher Training, Victorian Studies and Business Studies. In addition to undergraduate and postgraduate courses, the college also offers a programme of Continuing Professional Education, including in-service courses for teachers and specialist training and consultancy services for industry.

### REQUIREMENTS

Trinity and All Saints consistently strives to meet the needs of its staff, students and surrounding community which is aided by the smooth running of its internal Management Systems. In order to fully support, maintain and control these Systems, Trinity & All Saints needed to consider external assistance to manage its Financial and Payroll systems.

These Systems resided on a Microsoft SQL database, which internal MIS staff did not have the overall expertise or experience to manage, instead their time and expertise were focused on managing the areas they were familiar with. Delegating the responsibility for this Microsoft Solution Environment to an outside source was the ideal solution but one which required careful consideration. It was vital that the systems managers were able to obtain peace of mind that the chosen provider could be relied upon to ensure the safe running of this business critical operation.

### CHOICE

Trinity All Saints has been a customer of Agresso Systems for over 9 years. Over this period, they have utilized and enjoyed the stable environment of Ledger 2000, Agresso's legacy system and as technology has evolved, Trinity & All Saints have successfully moved to Agresso's more sophisticated Agresso QL Financials system. The positive working relationship achieved with Agresso during this time, convinced Trinity and All Saints to move to the new system and ultimately its latest version.

In addition, Trinity and All Saints has always experienced timely implementations from Agresso which would be key to ensuring success in this critical business area.

Consequently, it was a natural choice for Trinity and All Saints to turn to Agresso for its outside source of technical support.

Agresso's PROTECT service (Planned Resources Over Technical environments and Computing Techniques), was exactly the type of service Trinity & All Saints required to fill its knowledge gap.

PROTECT would provide a flexible schedule of services, aimed at assisting the college in achieving a higher level of technical expertise.

The Services Schedule was agreed itemising the level of service required to bridge the knowledge gap. The dates on which the services were to be performed were scheduled immediately, thus allowing college staff to plan accordingly. Staff at Trinity & All Saints have found that the range of PROTECT Services have allowed them to customise the skill requirements.

Julia Hill, Finance Officer stated: *'Having PROTECT gives the College peace of mind knowing that the finance system is being looked after by professionals and has found an efficient method of reducing the risk of IT and data failure as a result.'* She went on to say *'The College has always found staff at Agresso friendly, competent and willing. The move to Agresso QL Financials was made much easier by excellent Project Management.'*



## 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.

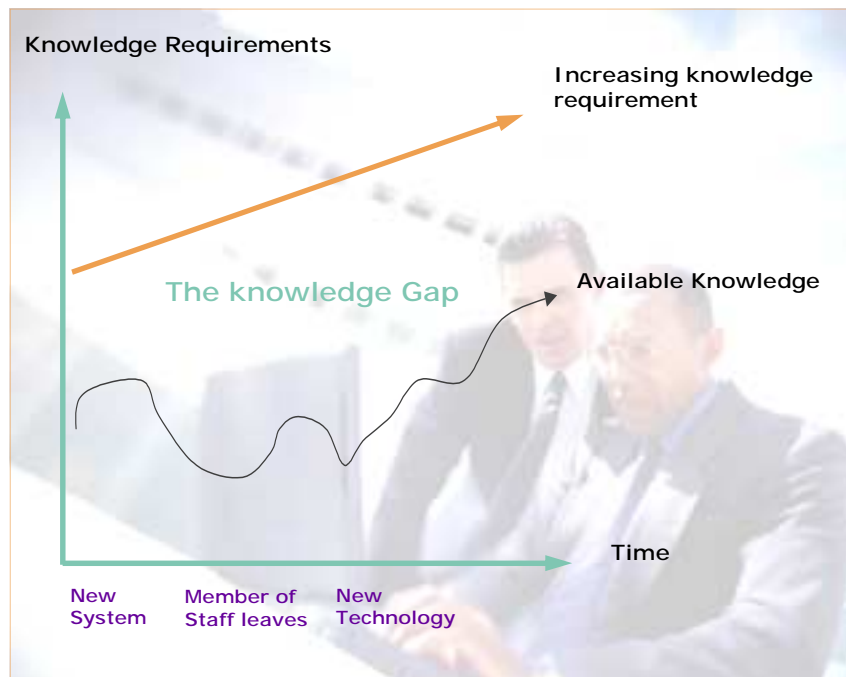
We offer implementation, consultancy, training, project management and support – all subject to TickIT/ISO 9001 accreditation.

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 that is tailored to your own requirements could assist you in resolving issues such 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.