



MERCHANT TAYLORS'
School

CASE STUDY

A Resilient Foundation For A School Built To Last

About Merchant Taylors' School

Merchant Taylors' School is a leading independent day school for boys aged 11–18, founded in 1561. Now based at its impressive 280 acre campus in Sandy Lodge, Northwood serving academic excellence to over 1,000 pupils.

About Syscomm

Syscomm is a UK managed service provider, known for their technical expertise and hands-on approach. Syscomm works closely with clients to improve security, reliability and long-term performance.

The Challenge

Keeping Pace With The Demands Of A Leading School

Merchant Taylors' operates a complex, high-demand digital environment where IT is essential to teaching, learning, communication and safeguarding. Its technology must perform reliably and securely, supported by a robust infrastructure and a trusted technology partner.

Network Resilience

Rapid growth in device usage across classrooms and administrative areas was straining ageing infrastructure, creating bottlenecks and unplanned downtime.

Cyber Security Posture

Education is one of the most targeted sectors for cyber attacks. The school needed confidence that safeguarding, financial and student data were defended to the highest standard.

Connectivity & ISP Reliability

Staff and students required a connection they could genuinely depend on, one with the performance to support simultaneous use across academic, administrative and pastoral systems.

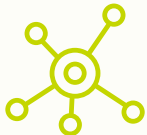
Strategic IT Direction

Beyond day-to-day support, the school needed a strategic technology partner able to advise on long-term infrastructure planning, procurement and emerging risks.

The Solution

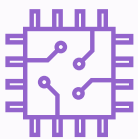
A Network Redevelopment, Built For The Long Term

Working in close collaboration with the school's IT team, Syscomm designed and delivered a complete redevelopment of the network infrastructure. The approach was methodical and forward-thinking, not just solving today's challenges, but building a platform to support Merchant Taylors' for years to come.



Reliable Network Architecture

A professional-grade network architecture was designed for maximum uptime, ensuring continuity across all systems. The environment was re-engineered for reliable performance, reducing disruption risks and ensuring teaching, learning and operational activity continue without interruption.



Professional Hardware & Infrastructure

Enterprise-grade hardware was deployed across the campus, providing a stable and high-performance foundation for teaching, learning and operations. The infrastructure was modernised to improve reliability, consistency and scalability across the school.



Continuity Through Redundancy

Backup routes were implemented across the network, providing the fault tolerance if a piece of equipment fails. This built-in redundancy ensures there is always an alternative path available, helping maintain continuity of service across the environment.

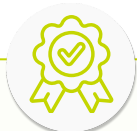


Ongoing Managed Support

Syscomm provides responsive, expert support whenever required, acting as an extension of the school's internal IT capability. With a proven ability to respond quickly and restore services across a range of incidents, disruption is minimised and day-to-day operations remain stable and reliable.

Delivering Tangible And Lasting Impact Across the Entire School

The transformation has delivered lasting improvements to the school's technology environment. Merchant Taylors' School operates on a stable, resilient foundation with enhanced security and improved continuity, ensuring systems consistently support teaching, learning and safeguarding across the organisation.



Standard of Excellence

A reliable, well-structured infrastructure now underpins the school's entire IT environment, delivering consistent performance and reliability. This has established a clear standard of excellence across teaching, learning and operational systems.



Enhanced Experience

Staff benefit from a noticeably improved IT experience, with reduced day-to-day stress and greater confidence in system reliability. Safeguarding processes are fully supported by the technology, giving both operational teams and SLT assurance that critical systems run securely and effectively in the background.



Recovery & Response

When issues occur, the environment benefits from a strong and responsive recovery capability. Systems are restored quickly and efficiently, ensuring minimal disruption and a rapid return to normal operations across the school.

Working with Syscomm has really **reduced a lot of the stress** that I have in my daily role. The SLT don't have to worry so much about any IT issues affecting teaching, any safeguarding issues. It's all underpinned by this **fantastic infrastructure** that Syscomm have put in place."

— Jon Beck, Head of IT



<1

hour typical response and resolution time



5 Years Of Trust, Expertise & Shared Ambition

Across more than five years, Merchant Taylors' School and Syscomm have built a trusted partnership founded on technical expertise, responsive support and a shared commitment to delivering the best outcomes for the school.



Proven When It Matters

Syscomm has repeatedly delivered rapid, expert support during outages and unexpected incidents, helping restore services quickly and minimise disruption.



Education Expertise

With extensive experience in the education sector, Syscomm understands the unique demands of the education sector, delivering solutions that work in real-world teaching environments.



A Collaborative Approach

By taking the time to understand the school's goals and challenges, Syscomm delivered solutions tailored to Merchant Taylors' School rather than a one-size-fits-all approach.



Future-Ready Infrastructure

Syscomm designed an infrastructure that scales with the school's long-term needs, providing a flexible foundation that supports future growth while protecting its technology investment for years to come.



I know with **confidence** that Syscomm will be there to support me every step of the way. They've **proven** already in the last few years that if anything happens. They have been **fantastic at helping us respond**. And usually within an hour, we've got everything back up and running, which I think is just brilliant."

— Jon Beck, Head of IT



Syscomm

Ready to strengthen your IT infrastructure?

Whether you're looking to modernise your network, improve cyber resilience, or build a more secure and reliable IT environment, our team is here to help.

Get in touch to discuss your requirements and discover how Syscomm can support your organisation's digital transformation journey.

For more information, please visit
www.syscomm.co.uk