



## Microsoft Exchange Server 2007 Customer Solution Case Study



### NORWICH SCHOOL

Customer: Norwich School  
Web Site: [www.norwich-school.org.uk](http://www.norwich-school.org.uk)  
Number of Employees: 100–5,000  
Country or Region: UK  
Industry: Education  
Partner: Onsite IT

#### Customer Profile

Norwich School in Norfolk, England, has 800 students and 120 staff members. The school has a long tradition of music instruction and will soon be changing status from an all-boys school to a coeducational school.

#### Software and Services

- Microsoft Server Product Portfolio
  - Microsoft Exchange Server 2007
- Microsoft Office
  - Microsoft Office Outlook 2007
  - Microsoft Office Outlook Web Access
- Technologies
  - Active Directory

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## School Improves Communication, Saves Time and Money with New E-Mail System

“If you want a manageable, cost-effective, and scalable system, Exchange Server 2007 is the best one out there at the moment.”

Steve Banyard, Network Manager, Norwich School

*An independent day school in Norfolk, England, Norwich School has 800 students and 120 staff. It wanted to offer e-mail accounts to both students and parents, but the existing system couldn't handle such a large user base. With help from Microsoft® Gold Certified Partner Onsite IT, the school implemented Microsoft Exchange Server 2007 to improve administration and increase communication among parents, staff, and students.*

### Business Needs

Founded in 1096 and set in the grounds of an historic cathedral, Norwich School provides rigorous academic instruction including a renowned music programme. Traditionally a school for boys aged 7 to 18, with a coeducational sixth form, in 2008 Norwich School will begin to admit girls aged 7, 8, 11, and 13 and thereafter throughout the school, so enrolment will increase to at least 1,000 students. The rise in pupils, along with the need to offer them a modern, progressive learning experience, required an upgrade of the school's e-mail system.

Until 2008, the school was using Navaho TeamCAT, a Linux-based security server appliance providing e-mail and Web access.

The school's administrative staff were using Microsoft Office Outlook® 2003 messaging and collaboration client, while other staff, including teachers, used the Navaho online interface to send and receive messages and schedule meetings and appointments. In addition, the school's IT administration team used Active Directory® service to manage user network access.

This system presented the school with a number of challenges. Personal folders (.pst files) running on the Navaho system frequently corrupted, adding to the workload of IT administrators. At the same time, the number of e-mail addresses the system could provide was insufficient for teachers,



administrators, pupils, and parents. The software also required a third-party support contract, which was an additional drain on the school's IT budget.

It was clear that a complete e-mail upgrade was required for the school to offer 21st century learning tools across the entire learning community. Steve Banyard, Network Manager, Norwich School, says: "We wanted a system we could manage ourselves and that everyone could use with confidence. Above all, we wanted to manage user access to ensure that e-mail was there to support teachers and students, and that there was no risk of the system being abused."

## Solution

In October 2007, Microsoft Gold Certified Partner Onsite IT conducted a full review of the school's e-mail requirements and wrote a proposal for a new system based on Exchange Server 2007 running on the existing Dell PowerEdge servers. Onsite set up a pilot project in December 2007, and within two weeks the entire system was deployed with no lapse in service.

"We looked at a few options before moving to Exchange Server 2007," says Banyard.

"Another IT company reviewed the system and recommended six or seven servers, which would have taken us over budget."

Administrators use Active Directory to set up security policies, assigning different levels of access for users. This applies to both documents and e-mail. For example:

- Staff can send e-mail messages to anyone
- Students can send e-mail messages to each other and to teachers
- Parents can only send e-mail messages to staff

A similar principle applies to documents. Students and parents can only view and download documents when they have the necessary permissions.

Administrators continue to use Office Outlook 2007 as their e-mail and scheduling software. All other parties use Microsoft Office Outlook Web Access, to send and receive e-mail, read documents, set up meetings, and create appointments.

Scott Lyle, Director at Onsite IT, says: "Exchange Server 2007 met all the school's needs, above and beyond its expectations. One additional feature that it wanted—document browsing—has been on the wish list for the past three years. Now the school has it."

## Benefits

Exchange Server 2007 has not only streamlined administrative processes and improved communication between parents, teachers, and students, but also enhanced teaching and learning. Additionally, Norwich School's online presence now reflects the professional image needed to attract students and parents.

The learning process has been enriched through students using e-mail to keep in touch with teachers and access work from home. The whole system is easier to use so teachers and administrators are using e-mail more frequently. Ease of use has also dramatically decreased the number of support calls by 25 per cent, improving the workload for the IT team.

- Easy-to-use program encourages teachers to work more efficiently with e-mail.
- Having their own e-mail addresses means parents are more likely to receive important information.

- When accessing their work online, students engage in active learning, enhancing their educational experience.
- Less paper is used because documents are accessed online and a newsletter that was previously printed and sent to 800 parents each term is now e-mailed to all parents.
- Norwich School is now projecting a modern, professional image to parents and students.
- "The learning curve for using Outlook was so much easier because many of our staff already use it at home," says Banyard. "The Navaho interface was very clumsy and a bit old fashioned. Now we have Exchange Server 2007, there is much more enthusiasm for learning all the features. If you want a manageable, cost-effective and scalable system, Exchange Server 2007 is the best one out there at the moment."