



31st January 2015

To whom it may concern,

This letter is to endorse and outline our full support of the nomination for PC Media to receive a 2015 Microsoft Partner Award in the Education Category. We believe that they are the deserving recipient for their outstanding contribution in supporting Marlborough Boys' College over the past six months to help shape our e-learning vision and implement a range of innovative, efficient and effective solutions that are enabling a fundamental shift in our capacity to engage students at through our use of technology.

With our previous ICT technical support provider we were besieged with technical issues and a slavish adherence to a paradigm that relied significantly on a high cost and high maintenance local network for both students and staff. The e-leaders in the school struggled to support teachers to adopt e-pedagogies as we grappled with inefficient and unreliable connectivity, structures and incoherent support

After approaching a range of ICT providers in 2014 and inviting submission of proposals for a network rebuild and ongoing technical support, PC Media were outstanding from the start. They truly grasped that customer satisfaction is at the centre of effective support and they immediately went to work to engage in dialogue with all key ICT stakeholders on our staff. They also engaged (without prompting) with students at the college to fully understand what issues needed resolving and what desires needed fulfilling if MBC was to become a college at the leading edge of ICT innovation in education.

It is not possible to outline every aspect of the process in detail here but the key stand out aspects of why PC Media deserve commendation are:

- The ability of all the staff, led by Lee Harper to quickly develop, foster and maintain strong mutual understanding and trusting relationships with key staff at the college.
- A willingness to listen to individuals and provide a range of options/ solutions as to how our needs could be met.
- A focus on how our system could be designed to work as smartly as possible to leverage on the N4L connection and other Ministry of Education procured services (including those offered by Microsoft) to maximise efficiency and free up funds from the budget that can now be focussed directly on teaching and learning as opposed to maintain expensive onsite ICT network hardware.
- Migrating from a local mail exchange for staff to Exchange Online allowing us to maximise all the benefits of having our e-mail hosted in the cloud.
- Showing true leadership in their professional interactions and engagement with N4L, Crystal, the Ministry of Education SNUP team as well as liaising with a range of other schools to ensure that our innovative solutions would be implementable and successfully achieve the desired outcomes.
- An excellent ability to explain and communicate the entire process without heavy use of jargon that is over our heads.



Principal: Wayne Hegarty

- Meeting our need with cost effective solutions, often at the expense of PC Media's profit potential.
- A future focussed and future proofed solution that is mindful of providing the foundations for adoption of innovations and opportunities that are on the horizon.
- A focus on supporting us to understand how Office 365 and cloud solutions can truly impact on effective teaching and learning as well as supporting the availability of these fantastic services to make them available to students and their families on their personal devices in conjunction with our comprehensive BYOD programme.

The speed and scope of the transformation at our college over the past three months has been truly phenomenal and inspirational. This is especially astounding in light of the state of the system that they inherited. I believe this fundamentally comes down to Pc Media's "can do" approach and their firm focus on the future of ICT and the needs of their customers.

We had grappled for years with our previous provider to deliver what PC Media has achieved in the space of a few months. They are a dynamic and customer focussed company who recognise that their businesses success lies in building innovative cloud based approaches to ICT that will make a significant impact on how we can draw upon technology to support learning at MBC.

If you would like any further information please don't hesitate to get in touch and I would be happy to discuss any aspects of what has become a fantastic working partnership with PC Media.

Yours faithfully,

Michael Heath
MBC Deputy Principal

michaelh@mbc.school.nz
035780119 ext 2023
021578520