

CASE STUDY:

# Northumbria University



## OUR CLIENT:

Northumbria is a research-rich, business-focused university based in the heart of Newcastle upon Tyne. With 31,500 students, the organisation is one of the UK's largest universities, offering almost 500 courses on either a full-time, part-time or distance learning basis. Having recently opened the doors to a new campus in London, Northumbria is in the top ten in the UK for the number of graduates entering professional employment and was ranked 21st out of 111 universities in the 2014 Times Higher Education Student Satisfaction Survey.

## THE CHALLENGE:

The university recently conducted an assessment of IT provision aimed at improving efficiency and adding value to services across the department. As a current supplier to the University, Opal was invited to tender for a new project to replace 200 Apple Macs that were approaching the end of their life cycle.

## THE SOLUTION:

After submitting a successful bid, we worked closely with Northumbria's IT department on the replacement programme, which included recycling the current hardware as well as asset tagging, installing software, bespoke imaging and deployment of new equipment to desks.

The university was delighted with the outcome of the project.

Gary Atkinson, Northumbria's Client Software Manager, said: "The Opal team have been great to work with, the process ran smoothly throughout and their work is of a consistently high quality. Jobs that would ordinarily have taken a week were turned around in two days, saving the university time and money. Having worked with them on a few projects, one of their biggest strengths is their ability to listen to and understand the customer. They deliver the right product first time and they always go the extra mile to make sure customers are happy."

We're continuing to provide ongoing support to Northumbria on an Apple service contract. Craig Dixon, Desktop Support Manager at Northumbria, explains: "We first started working with Opal a number of years ago when we needed a portal for logging faults and equipment failures. They're quick to respond and they always provide fantastic service at competitive prices. We've developed a great working relationship between our technical team and theirs over the years."



Support



Deployment



Security



Infrastructure



Apple

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