



## CASE STUDY

# Kardinia International College

A partnership with Trident

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### About Kardinia International College

Technology is at the heart of Kardinia International College's educational philosophy, with one of the College's Foundation Cornerstones dedicated to ensuring their students graduate with cutting-edge skills in information technology and communication. For a school established 20 years ago and with a student population that has expanded to over 1,850 students, it has been crucial that the technology of the school is able to adapt to the changing needs of education.

With this Cornerstone at the heart of everything they do, the ICT Department at Kardinia International College, managed by ICT Manager Diana Murase, strives to cater to the diverse and constantly changing needs of the College.

"We pride ourselves on how we take a smorgasbord approach to technology, offering a changing feast of solutions to meet the varied needs of our teachers and learners. We offer something for everyone, from the newest user to the most advanced," Diana says. "As long as you are hungry, we can feed you a solution."

It was this diverse and complex technological challenge that led Diana to seek out a partner in technological innovation that matched the College's philosophy.

### Their Technology Story

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service, but for Diana, something was always missing.

"I was looking for a company that understood our core business, holistic education, and also held that as a core philosophy themselves. I wanted to partner with a company that offered more than just sales or service. I wanted a company that was committed to undertaking a journey with us."

It was during a conference tour of another regional independent school that Diana saw what she required. "I was attending the Trident Education Conference and was excited by what I saw. Another Independent School was speaking so passionately about the extended relationship they had with Trident that I realised that there was a company that could offer what we had been looking for."

"Over the years I'd had multiple account managers with other companies, and each time they had to relearn who we were and what we needed, but what they always offered was their products and services, but nothing more. What I saw at the Trident Education Conference was a company that offered so much more than that." For Diana and Kardinia International College, what Trident Computer Services offered was "relationships, connections and a view that was wider than any I had seen before. They were a holistic supplier of IT Services, and that was what we needed."

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## The Solution: A Partnership with Trident

With technology such a critical aspect of Kardinia International College's programmes, it was vital that their technology partner understood the College's needs. "I've always believed it's vital to go to market, and Trident has always been competitive, but it is not just cost-effective pricing that matters," Diana says. For Kardinia International College, Trident was a company that wanted to invest in them, wanted to spend the time learning about their business and becoming a part of their community, "Trident understands the importance of community to us, and want to be an active part of our community."

With such diverse technology needs, Diana finds that Trident offers something quite unique, something the College had been searching for. "Trident makes sure we have exactly what we need, and not just in terms of products or services. They offer us networking with other schools and technology innovators, and are always on the forefront of emerging technology and technical advice," Diana says.

💡 *Kardinia needed us to look at the big picture with them - it's not just about putting devices in hands*

Stuart Wilson,

**Trident Technology Innovator**

By continuing the relationship with Trident over many years, Diana has seen firsthand the strength such a partnership brings. "The concept of a Technology Innovator not an Account Manager speaks volumes about the service they provide. Trident's Technology Innovator knows what is important to us, and will go out of his way to support us. Whether it's personally driving crucial parts to us in a time of need or linking us with device manufacturers to discuss our requests, Trident is always there for us."

## The Impact

As Kardinia International College continues to increase the use of technology throughout the school, Trident has been a critical part of that change. By working together on key projects, the advantages for the College have been significant.

The Trident Technology Innovator working with Kardinia International College, Stuart Wilson, sees the relationship as equally important. "We've been able to work with Kardinia across a wide range of projects, from their Notebook Programme, security camera systems to server and storage replacements, and over time we've developed a strong understanding of what they need from a technology partner. Kardinia need us to look at the big picture with them - it's not just about putting devices in hands," Wilson says.

For Diana and Kardinia International College, the Trident Education Conference still holds immeasurable value. "The annual conference held by Trident is the most critical event on my calendar. Trident encourages and facilitates networking between schools, suppliers and technology experts," she says. "Trident excels in making our business their priority and bringing their knowledge of the industry, trends and education to us. They help us achieve the goals of the College!"



## Challenges

- ▶ Finding a technology partner that understood their school and wanted to become part of their community
- ▶ Having access to a partner that had a holistic approach to IT Services
- ▶ Gaining assistance to push the boundaries with regards to technology

## Approach

- ▶ Trident took the time to learn about the College and their needs
- ▶ Encouraged attendance at the Trident Education Conference where networking and exposure to the right IT and education professionals was provided
- ▶ Worked with Kardinia International College to provide a IT provision that could meet the growing and changing needs of the school

## Results

- ▶ Access to holistic supplier of IT Services that provides cost-effective, quality systems and integrated solutions
- ▶ Assistance with access to emerging technology that keeps Kardinia International College at the forefront of educational technology
- ▶ A personalised experience, with a company that knows the College and believes in the same values



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