

Customer Success Story

A horizontal line with a rainbow color gradient, transitioning from red on the left to blue on the right.

A Digital Transformation Success Story

Streamlining device
provisioning at
Shiplake College

SHIPLAKE COLLEGE
HENLEY-ON-THAMES

www.first-technology.co.uk



Customer Challenge

Shiplake College, already proud of their educational technology program as a Microsoft school, sought to enhance their device provisioning process for over 150 new students each year. While their existing system successfully equipped students with Surface devices, the process created significant administrative demands across multiple departments including IT, Admissions, and Finance.

For parents, collecting devices during summer holidays presented scheduling challenges, and students had limited time to become familiar with their new technology before term began. The college wanted a solution that would maintain their high standards while creating a more streamlined experience for everyone involved.

"We are always looking for ways to improve the experience for our students and families, and we knew that this could be done by rethinking our device provisioning process."

Dr Valim, Director of Digital Strategy at Shiplake College

"Having devices arriving at home way before the start of term has enabled students to have the opportunity to get used to the technology before they even set foot on our grounds."

Dr Valim, Director of Digital Strategy at Shiplake College

The Solution

Custom Digital Storefront

A bespoke, branded portal allowing parents to directly select and pay for devices without school intermediation.

Pre-Provisioned Delivery

Devices delivered to students' homes before term begins, ready to use with welcome notes and setup guides.

Seamless Integration

Solution aligned with the school's internal processes to ensure a thoughtful user experience at every touchpoint.

The Results

Enhanced Parent Experience

Transparent, streamlined process allowing parents to easily select and purchase devices through an intuitive branded portal.

Improved Student Readiness

Students received fully configured devices at home well before term began, giving them time to familiarise themselves with the technology.

Operational Efficiency

Significant reduction in administrative workload across IT, Admissions, and Finance teams, allowing staff to focus on other priority initiatives.