The Hills Grammar School

The Hills Grammar School is a co-educational pre-K to year 12 school on a bushland-backed campus in Kenthurst. In 2018, the school engaged Accucom to review and overhaul the campus' ageing wireless infrastructure to provide connectivity, speed and security to staff and students.

Marcus Claxton, ICT Manager at The Hills Grammar School, came on board towards the end of the rollout, but keenly remembers the issues that the school was facing prior to partnering with Accucom.

"Our previous infrastructure didn't provide adequate school-wide coverage, and there were even some areas with little-to-no coverage," says Marcus. "Staff and students were struggling with connections when moving around the school."

"We had a review done by CMC through AISNSW, and it highlighted the need for an overhaul to our infrastructure."

Marcus and the team were seeking infrastructure tools that would allow them to manage their environment easily and integrate with their HPE switching. They also needed a solution that would enable them to streamline onboarding for 1,500 users' devices.

They were initially considering a traditional controller setup, but on Accucom's recommendation opted for Aruba Instant, which offers the ability to manage the network on-premises with Aruba AirWave.

Marcus says the new infrastructure was rolled out quickly, minimising network interruptions.

"Installation was straightforward – we had no physical controllers to implement and only a couple of APs that needed to be installed by us. In total, the whole rollout took just over two weeks."

Concurrently, the school was introducing a BYOD policy, and wanted staff and students to have the freedom to purchase any device and easily be onboarded into the network. Aruba ClearPass was implemented to provide real-time visibility, control and security across all devices connected to the network.

"ClearPass especially is a massive help for us – it's made it easy for us to onboard students and staff with devices of their own," says Marcus. "It also provides great functionality for guests."

"With Accucom, we've got an integrator that we can trust. It gives me a considerable sense of comfort that we have support from a high quality and professional organisation."

Forging a long-term partnership with Accucom

Since the initial implementation of enterprise-grade wireless with a secure BYOD solution, Accucom has offered ongoing support to Marcus and the team at The Hills Grammar School, adding seven APs, managing wireless and switching via Aruba AirWave.

Recently the school encountered a denial-of-service (DOS) attack, and Accucom's technical engineering team was on hand to resolve the issue quickly.

"We had a DoS attack that interrupted internet access," says Marcus. "The technical engineer from Accucom I worked with was fantastic – he knew the system, didn't have to waste time asking questions, and got right in and fixed the issue."

Looking forward, Marcus sees Accucom as a trusted partner when it comes to infrastructure management.

"When I'm looking for integrators, I'm looking for a partnership, not just a box-sell – and that's what we've developed with Accucom. I have a good sense of assurance that Accucom has the knowledge and in-house expertise to service our school correctly and to the level that we desire."

"When it comes to anything related to infrastructure, Accucom will always be the people I talk to."

Is your infrastructure in need of an overhaul?
Get in touch learn more about how we can help.

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