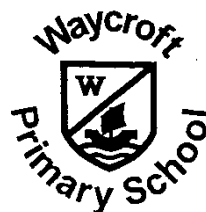


Testimonial



Waycroft Primary School

RFL's IT Services Division maintains the hardware in our school as part of the Bristol City Council framework. I recently contacted them as I had been experiencing various issues with logon response times, as well as problems with our wireless network and thought they may be able to help.

RFL agreed to visit and review our existing infrastructure and discuss options to address the problems I was experiencing. RFL's approach was professional; generating a proposal document within a day of their visit, which highlighted the areas which required upgrade or changes to the configuration. This proposal provided me with various costed options which I then discussed with the Head and Governors.

They were confident that the changes they suggested would resolve our current issues and by using their Fluke Etherscope II Network Assistant Tool they identified additional problems which we were not aware of.

In particular, they recommended that if the three spare network ports available on our Aruba Wireless controller were utilised, it should considerably increase connection speed. This was something not originally suggested by the installers of our Aruba system and RFL offered to patch this at no extra cost.

After the works were complete we noted a dramatic improvement in the network response times which in turn improved the wireless network and all of our existing issues associated with the network were resolved.

RFL always had the best interests of the school in mind which was refreshing; we receive numerous sales calls from IT companies every day; most of which are more interested in selling a box to resolve problems rather than getting to the route of an issue. As a result of this experience we hope to discuss future projects with RFL and continue to use them as a source of technical knowledge and expertise.

