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Transformative technology for connected learning

**How Herne Bay High School embraced
a flexible, reliable solution from Samsung
to empower teachers, students
and staff alike.**



Jon Boyes,
Headteacher,
Herne Bay

Not just a product, but a partnership

Herne Bay High School is a respected secondary school on the Kent coast. The school prides itself on fostering a culture of high expectations and strong values among its 1,500+ students.

The school's leadership team believes in technology as a real enabler of education, empowering teachers to deliver better outcomes for students. However, the school's existing devices lacked the flexibility, agility and reliability that teachers both required and expected.

Herne Bay turned to Samsung to provide its hard-working teachers, staff and students with an enhanced experience.

The Samsung Galaxy Book range proved perfect for the school, removing technical barriers and giving teachers more time to do what they do best: teach.

The school found a partner in Samsung, one that fully understands its unique needs and requirements. Samsung and Herne Bay worked together closely to build an effective solution that allows every user to get the most out of the school's technology investment.

Building connections and fixing frustrations

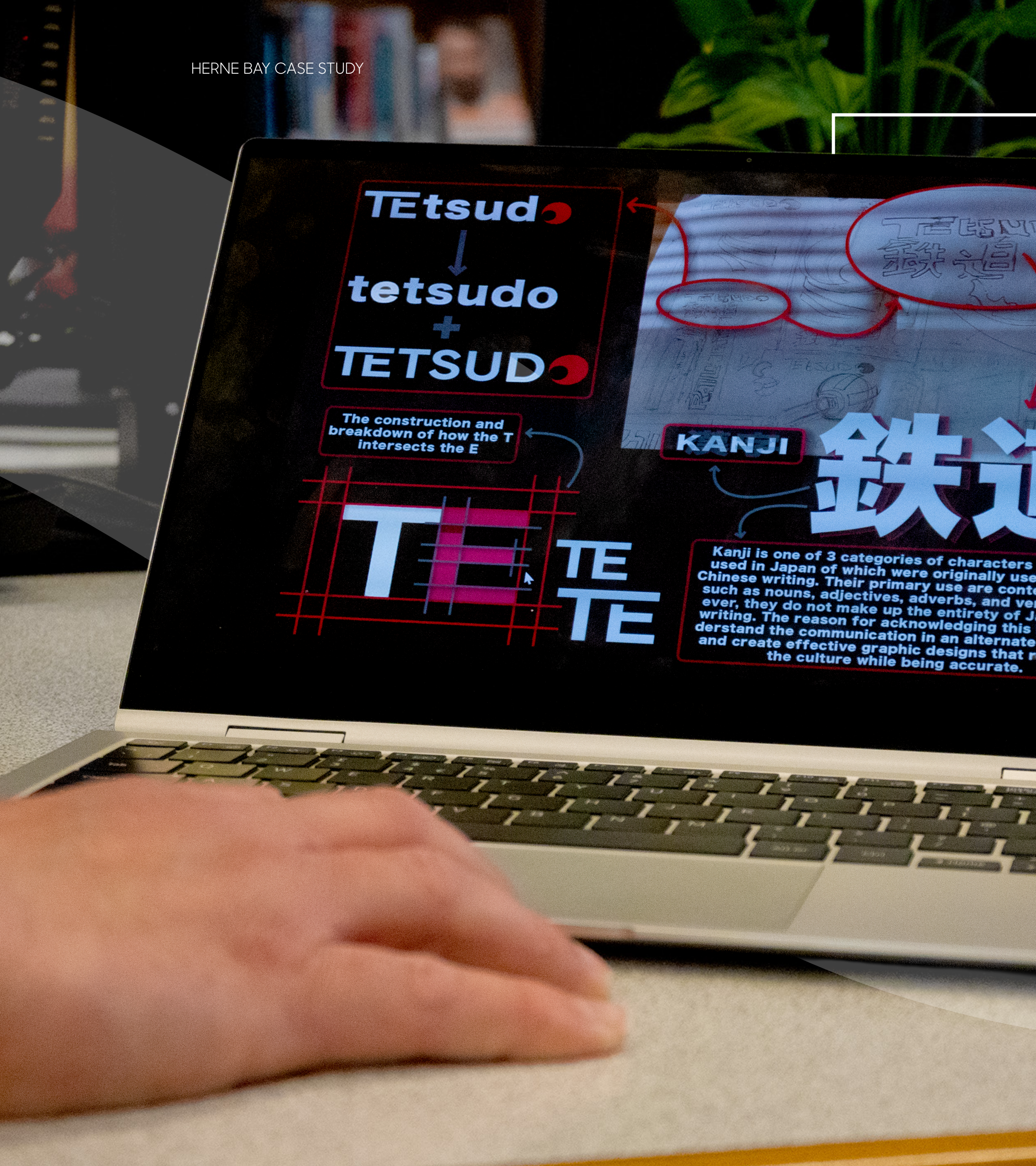
Like many high schools across the country, Herne Bay has long embraced technology in the classroom. But the school's previous devices weren't unlocking teachers' or students' full potential.

Herne Bay's previous fleet of devices lacked the flexibility and interconnectivity teachers needed, leading to a wave of dissatisfaction.

It wasn't uncommon to hear complaints from staff, or for IT teams to be called in to resolve issues. Classroom friction slowed down learning and held teachers back from delivering the very best for their students.

Staff across the school were crying out for a single-cable solution that could be plugged straight into all the peripheral tech they use day in and day out. From docking stations to projectors to smart whiteboards—and even to home offices—teachers needed truly flexible devices they could take anywhere.





High expectations for devices

A poll of teachers and staff revealed the scale of the challenge for the school's head of technology.



“We didn’t want to compromise on anything. We wanted everything.”
says Olly Hickmott, Technical Director at the school.

The poll revealed that every potential user had their own requirements. Teachers needed to move seamlessly between teaching in class and grading at home. Support staff needed to access vital information on the go. Admin staff needed the power to complete complex tasks. Students needed technology that really supported their learning. And all needed battery life that easily lasted the entire school day.

Ideally, the school wanted a single device that could meet all of these different needs. Such a device would need to be incredibly flexible, agile and reliable.

They found all that and more in the Samsung Galaxy Book range.

More than just a product

Herne Bay chose Samsung as its technology partner, not just for Samsung's range of flexible, reliable products, but also because of its unmatched security, support and service offerings.

Olly, knew Samsung's reputation well. He also knew that, as a component manufacturer, Samsung benefits from complete control over output.

That means quicker, more cost-effective repairs should the devices be involved in any accidents, as well as greater longevity in general.





“This is the best bit of kit we’ve ever had.”

Jon Boyes, Headteacher
Herne Bay

A flexible fleet

Olly's team needed a fleet of devices that would be "all things to all people". And so, 350 Samsung Galaxy Book devices were rolled out across the school.

The Samsung Galaxy Book range includes the flexible 2-in-1 Galaxy Book Pro 360, usable as either a traditional laptop or a tablet. This functionality proved incredibly useful for teachers and staff who need to rapidly switch between tasks throughout the day.



"We were looking for devices that adapted to the user," says Olly, **"not the user adapting to it"**. The team certainly found them.

Teachers are thrilled by the new devices, discovering that they can easily last the full school day on a single charge. And, thanks to the devices' durability and flexibility, they make a real difference in the classroom, in the office and even out on sports field—important for a school that prides itself on sporting achievement.

Herne Bay didn't just choose Galaxy devices because of the practicalities. The premium nature and excellent reputation also gave teachers, staff and students real pride and confidence, especially when attending events with the public or peers.

Security for safe schooling

Security at any school is paramount, considering the highly sensitive data on file.

Thankfully, the Galaxy Book range boasts some of the industry's most impressive security and privacy features. For example, users can turn off their microphone and camera with a click of the privacy button, and fingerprint scanning ensures data stays in the right hands. Biometric security also makes usage more convenient—especially for students who may struggle to remember passwords—removing friction from lessons.

Herne Bay also relies on multiple layers of existing, top-down security. Integrating this into the Galaxy Book fleet was seamless.



“It does just work off the bat. We haven’t had to problem-solve the integrations like you get with a lot of vendors.”

Olly is so confident in the security of the devices that, should one ever go missing, he’s not worried about unauthorised access. Thanks to in-built security and central IT control, device data is totally protected if the hardware is ever misplaced or stolen.

“Because the device can be locked down ... it becomes a brick,” Olly explains. “They can’t do anything with it. So good luck to them!”





Support at every step

The decision to invest in a whole new fleet of devices is not one any organisation can make quickly. But Herne Bay's confidence in Samsung came from working with a partner that really understood them.

Herne Bay worked closely with a specialist Samsung consultant who took the time to understand the school's exact requirements through a series of discovery sessions. And even once implementation was complete, the Samsung consultant was always just a phone call away.

Herne Bay also made the most of a trial period offered to them, allowing the team to run tests with real users and real scenarios. As the IT team had the time to build profiles and set-up early, rollout couldn't have been simpler—especially with

Samsung working every step of the way to ensure on-time fulfilment.

Like other schools, Herne Bay also has a strict budget for technology spend. Because Samsung is a component manufacturer, the consultant was able to offer transparent and detailed pricing, down to how much individual repairs may cost. This helped the high-school understand and rationalise the total cost of investment. Having such clarity helped the school gain quick approval from its governing body.

Hitting the ground running

Unlike previous deployments, Herne Bay didn't have to wait months for devices to arrive.

Because Samsung has greater control over the supply chain, Herne Bay only had to wait around a week from purchase order to delivery, unlocking better learning outcomes almost immediately.

Samsung's support didn't end there. Consultants checked in regularly to ensure everything was working as expected and delivering the experience promised.

Staff and student satisfaction levels have shot up dramatically since introducing Samsung Galaxy Books.

Olly says that there hasn't been a single complaint to his IT department since introduction.

For Herne Bay, working with Samsung was a revelation.



As Olly says, **"It's very rare that a company at Samsung's level actually engages with people on the ground, hearing what they are doing with the kit, and giving them advice."**





“You don’t get the interaction with other vendors that we’ve got here. That was pivotal. It’s a big, long-term commitment, so you also want reassurance that it’s going to deliver on promises that you’re making to people and that— by improving the flexibility that the teachers have got and the access that they’ve got—it’s going to deliver on improving kids’ outcomes.”

Olly Hickmott, Technical Director at the school
Herne Bay



The future looks bright

Looking ahead, 120 existing student devices are set to be upgraded to Samsung Galaxy Books.

The school is also looking to upgrade the digital signage and smart whiteboards that are dotted around the campus. Having seen Samsung laptops in action, the Herne Bay team are keen to expand into the ecosystem even further.

You only need to read the short but glowing review from the school's headteacher to understand the impact of its investment.

Samsung is now the school's trusted brand for all its educational technology needs. Teachers, staff and students are already benefitting from the incredible flexibility, reliability and agility offered by their new devices and the wider Samsung ecosystem.

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Herne Bay High School uses the
Samsung Galaxy Book range.

See how Samsung's flexible devices
can help empower educators, staff and students at
www.samsung.com/uk/business