The Harbour Learning Trust – Tracy House, Head of Data Management Services, HFL Education

The challenge: Harbour Learning Trust were looking to purchase a new MIS solution for their schools and reached out to us. They sought a cost-effective solution with ongoing support for staff during the migration process.

The solution: Our MAT-focused framework, which offers a structured approach to procuring and implementing MIS solutions.

We have in depth experience of helping schools transition their MIS at scale; in 2022 we moved 280 schools over a five-month period, over to Arbor. This framework has helped schools across the country save a total of £489,557 from published prices last year (2023/2024).

Our partnership with the Harbour Learning Trust gave them a streamlined MIS transition, with support before and after the transition and reduced operational costs.

Implementation and support
The migration journey was meticulously planned and executed, starting 4 weeks before the go-live date and continuing for 4 weeks afterwards. Key elements of the process included:

- **Initial setup and planning**: We facilitated an introductory conversation to understand the trust's needs, discussed pricing options, and ensured transparency throughout.
- **Comprehensive training and communication**: Schools received tailored training sessions, weekly check-ins with a dedicated consultant, and access to pre-recorded content to help trouble shoot any issues.
- **Go-live day**: On the go-live day, our team were available to address any issues. Proactive support ensured that schools knew what to expect and knew exactly who to contact if there were any unforeseen challenges.
- **Ongoing support**: Our team were available to schools 4 weeks after the go-live day to ensure long-term satisfaction and success with the new MIS.

Outcomes
The migration process concluded successfully, with the final school going live in September 2024.

HFL Education's partnership with Harbour Learning Trust demonstrates the impact of a well-planned and executed MIS migration strategy.

If you're interested hearing how you could save money on your trusts MIS, contact
tracy.house@hfleducation.org

Harbour Learning Trust – Tom Walch, Head of Data

Harbour Learning trust made the decision to unify the disparate MIS systems used across the Trust and we identified Arbor as the best solution. HFL helped with every step forward including procurement, where we were able to unlock a massive 40% discount through the HFL framework; migration; training; as well as pre- and post-migration support.

Jackie and Tracy have been very supportive and informative from the very beginning, ensuring we felt confident throughout the process. Even before we officially partnered, they joined several calls to address our questions, particularly those regarding areas of uncertainty or doubt. Navigating the procurement of an MIS in a fully compliant way can be challenging, and their guidance made all the difference.

Leah Tissell, who led the migration of our primary schools, has been exceptional in her work. During the migration, we had weekly calls where Leah ensured we were fully prepared for each step. Her efforts helped ease the natural nervousness among the admin staff involved in the migration. Leah also made herself available outside the scheduled sessions and was always ready to answer our questions, providing reassurance and building confidence of our Admin staff who were nervous at the beginning of the process.

We only finished the last migration in September, but we've already seen massive improvements through increased data visibility and data management that the new MIS offers. We will look to maintain our partnership with HFL Education as a result of the positive experience.