



# Royal Borough of Kingston

IT's Personal



**Viglen has supplied an Internet hosted service with it's learning to satisfy the Borough's Virtual Learning Environment requirements. As well as the subscription service provided, Viglen are delivering a range of professional services including training, implementation and support of the platform.**

Viglen adopted a phased implementation model using a shared-goal philosophy that is directed at the Local Authority and individual School level to maximise usage, functionality and excitement in the project.

At a Local Authority level, Graham Willet, ICT Inspector at Kingston penned the following comments regarding the whole process in general terms, expanding on the commitment to the shared vision and partnership approach throughout:

"From the very beginning of this process we have been impressed by the effort of all concerned at Viglen and it's learning to turn our vision into reality. The personal attention to all of our queries and requests has meant that all issues have been speedily and satisfactorily resolved and there is a very real sense of partnership surrounding the project.

"From the outset, there was a concerted effort to tailor the offering to suit our requirements rather than suggesting we had to accept an off-the-shelf pricing

model. The continuity of contact with a few key partners from Viglen was important in building trust and understanding and their friendly approach to doing business with us has been much appreciated.

"Our training has gone extremely well and there has been a positive atmosphere throughout. As with all of our meetings to date, the sessions were conducted in a purposeful, sympathetic and friendly manner and with a real sense of enjoyment all round. We have taken great care in choosing our learning platform, but it was when we saw the enthusiastic reactions of teachers on the first morning of basic training that we knew that we had made the right choice with it's learning from Viglen."



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Minds  
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