ParentPay

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PARENTPAY CASE STUDY

ParentPay enhances its Microsoft relationship and gains access to cost efficiencies by partnering with Six Degrees as its Microsoft Cloud Solution Provider.

ParentPay is the leading online payment service for schools. Cashless payments and dinner money administration for schools, families and local authorities.

Challenge

Microsoft technology holds a vast amount of potential for all organisations. However, licencing and billing can be complex to navigate without the support and guidance of an experienced partner. To help get the most from its Microsoft investment, ParentPay worked with a Microsoft Cloud Solution Provider (CSP) to supply Microsoft cloud services and software licenses directly to the organisation.

Six Degrees has delivered Colocation services to ParentPay for several years, and ParentPay approached us when the organisation's Microsoft CSP agreement with its incumbent provider was reaching an end.

Jay Payne, Group Service and Operations Director, ParentPay, has worked with Six Degrees for over a decade. He explains what he and ParentPay look for in a partner: "We look for partners who actually understand who we are and what we're about, and who understand our cost dynamics. Working with the public sector, the services we deliver are really important. Public sector budgets are stretched, but we can't compromise on the resiliency, security, and availability of the platforms we provide."

Emma Hitchcock, Project Manager, ParentPay, was responsible for overseeing the organisation's Azure transformation project, which included the transition to Six Degrees as its new Microsoft CSP partner. She says: "The agreement with our incumbent didn't align with our future strategy, and we decided at board level that it was time to look for a new Microsoft CSP partner."

As a trusted technology partner to ParentPay, we differentiated ourselves both through the success of our ongoing relationship and the pricing we could deliver, as Emma explains: "Six Degrees stood out as we had an ongoing partnership, and the pricing you offered was very competitive. But we also recognised that Six Degrees' management services aligned with ParentPay's future strategy, which was a key driver for our decision to partner with Six Degrees as our Microsoft CSP."

Benefits at a Glance

✓ **Gain access to cost efficiencies.** Six Degrees enables ParentPay to access cost efficiencies it wouldn't otherwise gain, minimising the cost of its overall Microsoft estate.

✓ **Ease of business.** Six Degrees manages ParentPay's Microsoft relationship, acting as its point of contact and raising, supporting, and managing issues directly with Microsoft – leveraging higher levels of support based on our overall commitment.

✓ **Flexibility.** Six Degrees enables ParentPay to only pay for the cloud services and software licences that it uses, with no long-term commitments.

✓ **Access to funding and resources.** As a Microsoft Cloud Solution Provider, we are able to access funding and resources that enable ParentPay to progress its digital transformation initiatives.

Secure, Integrated Cloud Services

Solution

ParentPay's transition to Six Degrees as its new Microsoft CSP partner was very smooth, which Emma attributes in part to the project team: "Six Degrees' Project Management team are very on point – they are incredibly thorough in their scope and documentation. The level of detail and communication were both great, and we had multiple communications channels which made it easy to share information with stakeholders."

Emma values being able to leverage Six Degrees' Microsoft skills and knowledge: "When we have scoping calls with Six Degrees there are always questions they ask that we might not have thought of. The level of detail Six Degrees' people go into, especially when we come to you with something new, is really impressive. I think your communication and your knowledge base is something that makes Six Degrees a partner that people will come back to over and over again."

Jay, meanwhile, recognises how Six Degrees' capabilities have evolved during his time working with us: "We've experienced an enhanced relationship with Six Degrees as your structure has evolved. This gives us confidence that Six Degrees is very considered in the way it runs its business. Our relationship is very interactive, and I recognise that Six Degrees seeks to understand our challenges and work with us to overcome them. We feel like we're important to you."

Outcome

With Six Degrees as its Microsoft CSP, ParentPay benefits from ease of business; flexibility; and access to Microsoft funding and resources through a fully managed service. We navigate Microsoft's licencing and billing on ParentPay's behalf, ensuring the organisation always receives the best prices and can access support quickly when needed.

Jay explains how the scope of Six Degrees' offerings benefits ParentPay: "By taking our existing Colocation services and extending into becoming our Microsoft CSP partner, we have brought together both the physical and cloud footprint for all of our services under the management of Six Degrees. What that does is enable us to have a more open and transparent conversation around what our technical strategy looks like as we move forward. Six Degrees sees both sides of what we do and how we do it. The ultimate aim is to create a best-in-class hosting environment using both the data centres and Microsoft Azure; Six Degrees is well placed to assist us in doing that."

Emma concludes: "There has never been any kind of delay in resolving an issue if one has arisen. It's always been worked out swiftly; everyone at Six Degrees is very proactive in helping us out, which is great.

"Six Degrees has the right people in place to make it a partner we'll always be happy to work with."

Our Solutions

Cyber Services

Enhance your cyber security and safeguard your organisation with our cyber security strategy and advisory, consultancy, and managed services.

Hybrid Cloud

Host all of your workloads in the most appropriate location while experiencing the simplicity of one cloud from Six Degrees.

Connected Workspace

Access the smarter, faster technology needed to make the most of your hybrid working future.

About Six Degrees

Six Degrees is a leading secure, integrated cloud services provider. We protect UK organisations and help them thrive in the cloud by giving them secure platforms to innovate and grow.

We put our exceptional people in a position to succeed, and along with our robust capabilities and strategic vendor partnerships this enables us to support customers on their digital transformation journeys regardless of their maturity, with the goal of enabling them to operate effectively and securely in the cloud.

Our intelligence-led security services provide the most appropriate detection and response capabilities versus evolving cyber threats, ongoing assurance, and rapid response, allowing us to mitigate attacks quickly.

We've aligned all our services to allow customers to navigate the complexities they face today – enabling them to solve their digital transformation challenges and succeed as businesses.

Our vision is to be the UK's number one provider of secure, integrated cloud services.