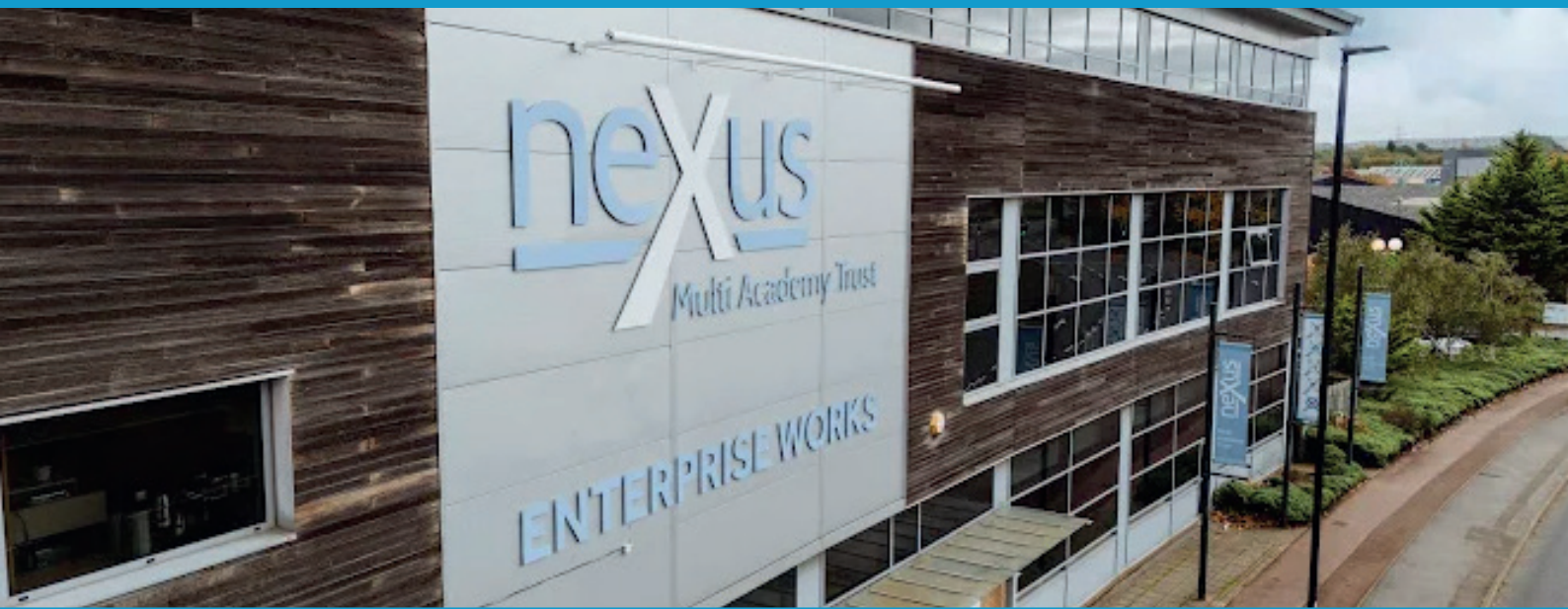


Case Studies

Nexus Multi Academy Trust

WaveConnect, WaveProtect & WaveTalk



Seamless delivery, safeguarding visibility, and support that grows with the Trust.

Nexus Multi Academy Trust is a fast-growing family of schools across Yorkshire & the Humber and East Midlands, almost all dedicated to supporting children and young people with special educational needs and disabilities (SEND).

On paper, the Trust now counts 20 schools, but the real picture is larger: 47 sites spread across the region. For the IT team, that pace brings constant pressure to onboard, standardise, and deliver services resilient enough to support safeguarding while also being manageable within tight budgets.

Nathan Bingham, Head of Digital Technologies, joined Nexus three and a half years ago. His focus has been on building the Trust's central IT capacity while also equipping schools with the tools they need to run safely and effectively.

“ With big IT projects, you know it's gone well when nobody notices – and this one was seamless. ”

Why Change Was Needed

The Trust's previous supplier provided a cloud-first model; a pair of hosted firewalls and small routers installed in each school. In theory it should have worked, but in practice the cracks showed quickly.

Nathan recalls slow speeds and dropped connections across sites. Filtering didn't always operate consistently, with safeguarding reports sometimes mis-routed to the wrong recipients.

There were also outages where, because every school was connected to the same cloud service, the whole Trust was taken offline at once.

The combination of unreliability, safeguarding risk, and failed commitments led the Trust to conclude it was time to change. Nathan spoke with his team and consulted colleagues in his wider MAT partnership group, where other IT directors shared their own experiences. Those conversations pointed him towards Wave9.

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How Wave9 Delivered

Summer 2025 saw a project to bring 20 sites onto Wave9 services in just a few months. Each site received dual connections (primary and backup), with Sophos XGS firewalls installed on-site.

"The project team have been really good, with regular check-ins to keep everything on track," Nathan says.

For Nathan, the collaboration between the two technical teams was a highlight. *"The technical team from Wave9 has been brilliant, working with my team to train, teach and put best practice in place so they're confident to just crack on with things."*

"We've got a strong internal team... but where Wave9 really come into their own is the specialist areas like firewalls and cyber security."

By the end of the summer, the first 20 sites had been delivered seamlessly, ready for the start of term.

Agility Proven

A late July request added a new site. By 1st September, Wave9 had it live and ready.

"We found out the last week of July... less than six weeks to deliver... and by the 1st of September the broadband was installed, the firewall was in, configured, and the school was ready to go."

For Nathan, that captured the difference from previous providers. *"With Wave9, they take it upon themselves to do it and make sure you're ready to go."*

Shielding from Supplier Hassle

Another area where Wave9's impact has been clear is in managing supplier relationships.

"Openreach will sometimes come direct and cut Wave9 out," Nathan says. "When I inform the guys, they chase it up; having them in the middle is very helpful."

Seamless delivery, safeguarding visibility, and support that grows with the Trust.

Seamless Results

"It's the classic case of a large IT project – you know it's gone well when nobody notices. It's been seamless."

The first phase gave the Trust what it had been missing: visibility, resilience, and confidence. Safeguarding is stronger, with Fastvue Reporter now deployed alongside Sophos to provide safeguarding leads with detailed, per-user reports.

Finance has improved too. Co-terming contracts means one invoice instead of 20. 'The previous billing was not... streamlined.'

The cost model has held steady too. Nathan explains that the objective was always to deliver services in a budget-neutral way; giving every school a primary line, a backup line, and an on-site appliance for roughly the same overall spend as before. That goal has been achieved.

Nathan admits he had some concerns about whether service levels would drop after the project handover. *"I was worried that once the project had finished the support might tail off... but it absolutely hasn't."*

Telephony Pilot

Alongside the broadband and firewall rollout, Nexus has been testing Wave9's WaveTalk telephony service. Four schools have already migrated.

The experience has been smooth and the transition straightforward. *"The deployment was dead easy"* he adds.

WaveTalk also supports the Trust's longer-term aim of consolidating onto a single contract, with one supplier and one support team. Softphone trials are the next step, giving staff the ability to work more flexibly across sites.

Looking Ahead

With another 20 sites scheduled for rollout, and new schools continuing to join the Trust, the demand for reliable, resilient, and well-supported services is only increasing. Nathan is clear on what matters most in a partner. *"We're constantly growing and we need a supplier that we can work with, that we can trust and that can deliver what we're after."*

For him, Wave9 has demonstrated that ability not just in planned projects, but in last-minute challenges and ongoing support. That consistency has built a foundation of trust between the two organisations.

Seamless delivery, safeguarding visibility, and support that grows with the Trust.

“ I would definitely recommend you guys... you've delivered on everything that has been promised. The staff have gone over and above; emails at all times of day and night keeping us updated. They understand education, they've got the same values as us, and they want the best outcomes for our pupils and the best facilities for our staff. ”

At a Glance

- ✓ 20 sites delivered seamlessly in summer 2025
- ✓ Safeguarding leads gain direct visibility with Fastvue
- ✓ Finance simplified: one invoice instead of 20
- ✓ Budget-neutral: resilience added without extra cost
- ✓ Regular check-ins and technical training enabled Nexus's own IT team
- ✓ Clear trust in Wave9 as a partner that “delivers on everything promised”