



Client Case Study – Learning Nexus

Secure, Managed Hosting Supporting Critical E-Learning

THE HOSTING ENVIRONMENT

Learning Nexus operates a technically structured environment built around:

- ➔ Multiple Cloud Linux Dedicated Servers
- ➔ Cisco firewall infrastructure
- ➔ A Windows Server environment
- ➔ Managed backup services
- ➔ cPanel and MySQL-based LMS platforms

The majority of the organisation's customer-facing LMS platforms operate within a LAMP-based architecture. These systems support live users and hosted training environments, requiring stable performance and consistent availability.

Recently, Learning Nexus undertook a significant migration programme, moving a number of sites onto new CWCS server environments. This project was designed to modernise infrastructure, improve long-term resilience and ensure systems remain aligned to current operational requirements.



CLIENT OVERVIEW:

Supporting Digital Learning Where Reliability Is Non-Negotiable

Learning Nexus delivers online training solutions to public and private sector organisations across the UK. Its core business centres around hosting and managing Learning Management Systems (LMS) that enable councils, businesses and training providers to deliver structured digital learning programmes to their own users.

For Learning Nexus, infrastructure is not simply an internal IT function. It is the operational backbone of customer delivery. Performance, uptime and security directly influence client confidence, service continuity and long-term contracts.

Sam Howell, Systems Technician at Learning Nexus, leads day-to-day IT operations. Within a small and focused internal team, CWCS plays an important role as a managed hosting partner and technical extension.

“We’re a small team internally, so having CWCS’ Gold Support gives us access to the technical depth we need without having to build that capability ourselves.”

SECURITY AND GOVERNANCE ALIGNMENT

Learning Nexus is ISO 27001 certified. For an organisation operating in the public and private training sector, information security and governance standards are central to its credibility.

Working with a Hosting Provider that also holds ISO 27001 accreditation is therefore critical.

CWCS' security alignment provides reassurance around:

- ✓ Infrastructure controls
- ✓ Access management processes
- ✓ Hosting environment governance
- ✓ Ongoing compliance alignment

This shared framework underpins the partnership and supports Learning Nexus' own client commitments.



“Working with a Hosting Provider that aligns with our ISO standards and understands our LMS environment gives us confidence in the stability of our platforms.”

MIGRATION AND OPERATIONAL COORDINATION

The recent migration project represented a significant technical undertaking for a lean internal IT function.

Migrating multiple live LMS platforms requires careful planning and coordination. Any infrastructure change must be managed without affecting end-user learning environments.

Throughout the project, Learning Nexus worked closely with CWCS support teams to provision new servers, align configurations and transition workloads methodically.

As with any sizeable infrastructure change, there were points where coordination and communication were particularly important. Support volumes across the wider industry were elevated at the time, and in some cases, ticket responses took longer than ideal. In a small internal team environment, this naturally adds pressure.

What is important, however, is that issues were addressed directly and resolved. Communication remained constructive, and the migration programme was completed successfully.

The outcome is a refreshed and modernised server estate aligned with current operational needs.



→ DAY-TO-DAY EXPERIENCE

For Learning Nexus, the Gold Support model is central to the relationship.

The internal team manages application oversight and customer engagement, while CWCS provides deeper infrastructure support and escalation when required. This shared responsibility model reduces operational risk and allows Learning Nexus to operate efficiently without expanding internal infrastructure resource.

“Having the CWCS support team there gives us confidence. When we need additional technical input, we can escalate and get the right expertise involved.”

In practical terms, CWCS provides:

- ✓ Infrastructure management and server-level expertise
- ✓ Firewall and security support
- ✓ Backup oversight
- ✓ Responsive escalation when complexity arises

While there have been occasional periods of heavier ticket activity, the overall working relationship remains stable and professional, with issues worked through collaboratively.

✓ OPERATIONAL IMPACT

Although Learning Nexus has worked with CWCS for many years, the impact of the partnership is visible in the consistency of service delivery.

CWCS enables:

- ✓ Stable hosting of multiple LMS environments
- ✓ Security-aligned infrastructure for regulated clients
- ✓ Reduced internal infrastructure burden
- ✓ Access to technical expertise without expanding headcount
- ✓ Ongoing operational reassurance

For a business operating in digital learning, infrastructure reliability must be dependable rather than visible. When hosting performs consistently, the organisation can focus on product development, customer relationships and growth.



✓ A FOUNDATION FOR CONTINUED DEVELOPMENT

As Learning Nexus continues to evolve its hosted learning platforms, infrastructure scalability and governance alignment remain essential.

The CWCS partnership provides:

- ✓ UK-based Managed Hosting
- ✓ ISO-aligned security standards
- ✓ Dedicated Cloud Linux environments
- ✓ Structured support via the Gold Support model
- ✓ A practical, collaborative working relationship

For Learning Nexus, this creates a secure and scalable foundation that supports both current delivery and future development.

