



ICT SOLUTIONS FOR THE EDUCATION SECTOR.

Scheduled Onsite Technician Support

Fully scalable onsite technical support services for the UK education sector.



Microsoft
Authorized
Education Reseller



Scheduled Onsite Technician Support for Schools.

Our ICT provides a scheduled onsite technician support service for schools that do not have a permanent onsite ICT person, or for schools that require additional support services to complement their existing IT function.

We deliver a fully scalable service that is tailored to your school's needs.

Our scheduled onsite technician service is provided by a team of directly employed Microsoft and Apple certified professionals that participate in scheduled CRB/DBS checks.

We work closely with teachers, support staff, students, ICT coordinators, internal technicians and ICT managers in addition to the school's leadership team and other school consultants.

"It's great having Darren come in. He knows all the staff and more importantly, he gets everything sorted quickly. They were really helpful and flexible when we needed additional support at the beginning of term." – Mrs. Gaudencio, Headteacher. Freezywater St. George's primary school.

Scheduled Onsite Technician Service Elements:

- Daily, weekly, fortnightly, monthly or custom onsite support from 8:00AM to 6:00PM
- Responsive technician visits for critical issues that may occur between regular visits
- A dedicated Account Manager for every school. This policy enables us to become familiar with your infrastructure, your internal staff and your working environment
- Onsite support for OFSTED inspections, providing answers to technical questions about your IT infrastructure and supporting your existing in-house ICT function
- Independent advice regarding any school ICT related matters
- Complimentary procurement service for all your school's ICT needs

Our Technician Becomes YOUR Technician.

A regular on-site technician will attend your school during school term time, working to a schedule that is structured around your school's ICT requirements and your budget.

Becoming familiar with the school's ICT infrastructure and key members of your staff, your technician will be responsible for supporting and maintaining all elements of your ICT, implementing solutions as required by the school. Typical responsibilities will involve desktop, tablet and peripheral support in addition to server administration and network support.

When attending site...

Your technician will take instructions from the school's management team, prioritising new and existing ICT issues. Their focus is to ensure that teachers have no interference from a technical perspective when it comes to teaching.

In order to provide a transparent service, your technician will record details of completed tasks and the status of any outstanding issues on our web-based education help desk portal. This will enable both your school and Our ICT to review what is being achieved and allows us to provide further direction where required.



The ICT Consultancy and Projects Team.

Complementing our team of onsite support technicians, our ICT consultancy and projects team is responsible for the design and ongoing development of your school's network infrastructure. They will also analyse, monitor and maintain existing systems.

A Dedicated Account Manager.

A senior engineer from the ICT consultancy and projects team will be assigned as the schools account manager and will also act in a supervisory capacity to your technician, or your existing in house ICT function, providing ongoing support when investigating higher level technical issues and creating solutions. Typical responsibilities include full server and network specialist support and installations.

What Schools Do We Work With?

Early Years, Primary and Special schools.

Providing day-to-day curricular support for technology and solutions including but not limited to desktops, tablet devices, interactive whiteboards and learning applications.

Secondary schools, Academies & Free schools.

We offer ongoing support and development of your ICT staff, providing strategic guidance and expert advice. We also help you to leverage maximum efficiency from your existing resources and assist with the introduction new technologies.



Colleges and Higher Education.

We deliver fully managed ICT projects on time and within budgetary constraints, in addition to continuity of service and the ongoing management of large area networks.

Independent Schools.

We continue to support a growing portfolio of independent schools across London and the Home Counties, from nursery and pre-prep to preparatory and public schools.

Why Work with Our ICT?

We Are Dedicated to Education

Our ICT continues to serve primary schools, secondary schools, academies and colleges, providing a fully comprehensive range of ICT services and solutions exclusively to the education sector.

We Are a Trusted ICT Partner

A growing number of schools trust us with the responsibility of all day-to-day IT operations. We can become accountable for the performance of ICT network, providing expert advice and professional assistance when you need to make difficult strategic decisions. Our ICT enforces strict recruitment procedures, adhering to a safe internal recruitment policy. All staff members are subject to annual disclosure and barring services (DBS) checks which prevent unsuitable people from working with children.

We Understand Education

- We understand our responsibilities as a service provider to the education sector
- We only apply cost-effective long-term strategies, avoiding costly short-term solutions
- We recognise how technology enables the delivery of effective learning
- We know how to deliver technology as an effective learning tool
- We are fully accountable for the performance of your IT network infrastructure
- We can work within the financial constraints placed on head teachers and key decision makers who are responsible for reducing costs without sacrificing service levels

We retain the knowledge and skills required to implement technology as an effective learning tool. Our dedicated technical support team has extensive knowledge of past and present technologies that continue to be used throughout the education sector. Continued partnerships with key educational suppliers ensure that we have access to the latest resources.



We Build Long-Term Relationships

We build long-term working relationships with schools and academies through continuous delivery of network infrastructure improvements, leveraging maximum efficiency from your school's annual budget.

We Build Long-Term Technology Solutions

We only apply cost-effective long-term technology strategies, avoiding costly short-term solutions.

We Provide a Better Approach to Service

We have an outstanding reputation for delivering a consistent high standard of service. This reputation is enhanced by exceptional customer retention statistics and numerous references available from various schools, academies and colleges. Our London-based education service desk provides expert advice and ongoing support to teachers, students and support staff.

In addition, we are committed to the support and development of your internal IT staff.

Our Services Are Transparent

We deliver a transparent service through our dedicated online help desk. Our help desk service enables you to:

- Report new issues and track existing issues online
- Monitor and review our performance levels
- Download customised service reports

We Have Over Two Decades of Experience

Our ICT has over 20 years of ongoing experience, delivering an extensive range of technology services and solutions. Every member of our support team has proven experience working with technology in education and delivering services that include scheduled onsite support, IT manager support, complex project management, cloud technologies and network auditing.

Communication is Easy and Straightforward

Our ICT understands the importance of transparent communication. We promise to communicate effectively with teachers and support staff, keeping ICT simple by explaining things in plain English and avoiding any unnecessary technical jargon.

Our Accreditations

Our ICT is a **Microsoft Authorised Education Reseller** and a **Microsoft Certified Gold Partner** of fifteen years. Retaining Microsoft gold certified status further enforces our competence and proven skills in supporting the latest Microsoft technologies.

In 2011, Our ICT attained the **ISO 9001** accreditation, further enforcing our commitment to delivering a consistent high standard of service. In June 2014, Our ICT also became an **ISO 27001** accredited organisation, demonstrating our commitment to delivering the highest standards of information security management.

As a **VMware Enterprise partner** (academic specialisation), Our ICT retains continued access to extensive resources and ongoing training that allows us to deliver innovative cloud and virtualisation solutions to the small business sector. Our ICT is also a **Veeam Gold ProPartner**.

As an **Apple certified support specialist**, our team of service desk engineers and field desk technicians retain Apple certified technical coordinator and support professional certifications, demonstrating our proficiency in maintaining the latest Apple technologies.

As an official **Ruckus wireless technology partner**, Our ICT continues to plan, deploy and maintain wireless technology networks for schools, academies and colleges.

As a **Dell registered partner**, Our ICT is able to sell all Dell products to the education sector at discounted rates. Our partnership status enables us to assist you with purchasing the right hardware for your school's needs.



Where to Find Us

Chingford Office Address

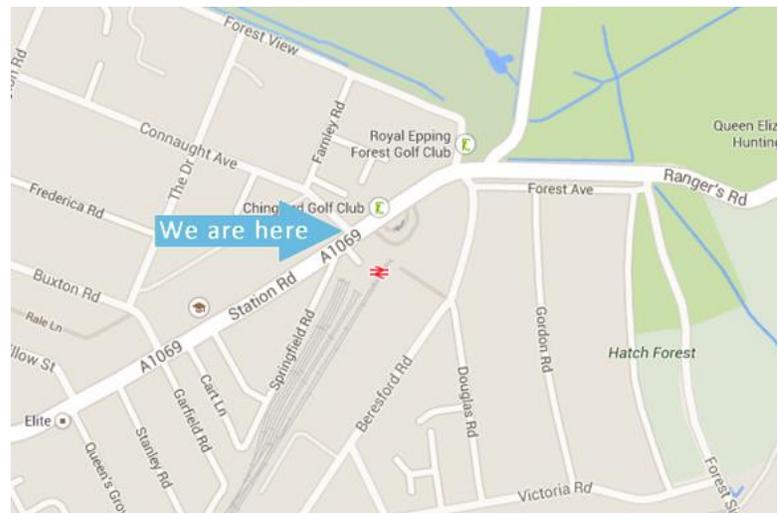
132 Station Road

Chingford

London

E4 6AB

(Located directly opposite from the Chingford train station).



How to Contact Us

Contact Support

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Contact Sales

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Email us

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Find us on the Web

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www.twitter.com/ourict

Find us on Facebook

www.facebook.com/ICTforSchool