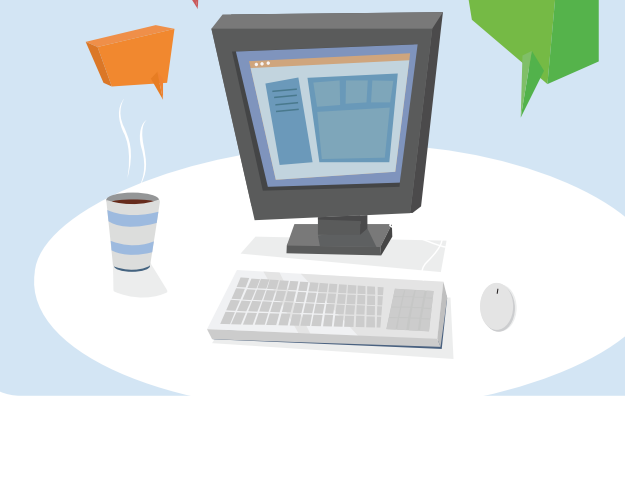




Our ICT provides a Scheduled Onsite Field Technician Support service for schools across the UK that do not have a permanent onsite ICT person, or for schools that require additional support services to complement their existing IT function. This service is also known as OST.

*We provide this service to Early years, primary and special schools, in addition to Secondary schools, Academies, Free & Independent schools.*

### WHAT DO SCHOOLS THINK OF OUR SERVICE?



“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.**

### OUR TECHNICIAN SUPPORT SERVICE IS FULLY SCALABLE



The frequency of onsite technician support visits can be customised to fit within your budget and your schools requirements.



### YOU'LL GET A DEDICATED FRIENDLY & RELIABLE TECHNICIAN

A dedicated field support technician will quickly become a friendly familiar face at your school. In a short space of time, they will familiarise themselves with your existing ICT infrastructure, your staff & your working environment.



### A BREAKDOWN OF OUR TECHNICIAN SUPPORT SERVICES

#### SCHEDULED ONSITE 1<sup>ST</sup> TO 2<sup>ND</sup> LINE TECHNICAL SUPPORT.

Assisting teachers, support staff and students with day-to-day ICT issues throughout the school premises. We'll also conduct scheduled maintenance tasks.

#### HOLIDAY, SICKNESS AND ABSENCE COVER.

Short, medium and long-term cover for scheduled leave and unexpected absence.

#### ONSITE SUPPORT FOR OFSTED INSPECTIONS.

We'll support your existing in-house ICT expert and provide the answers to any technical questions about your ICT infrastructure.

#### REACTIVE ONSITE TECHNICIAN SUPPORT.

Fast effective support for the rare occasion when an ICT emergency occurs between scheduled site visits.

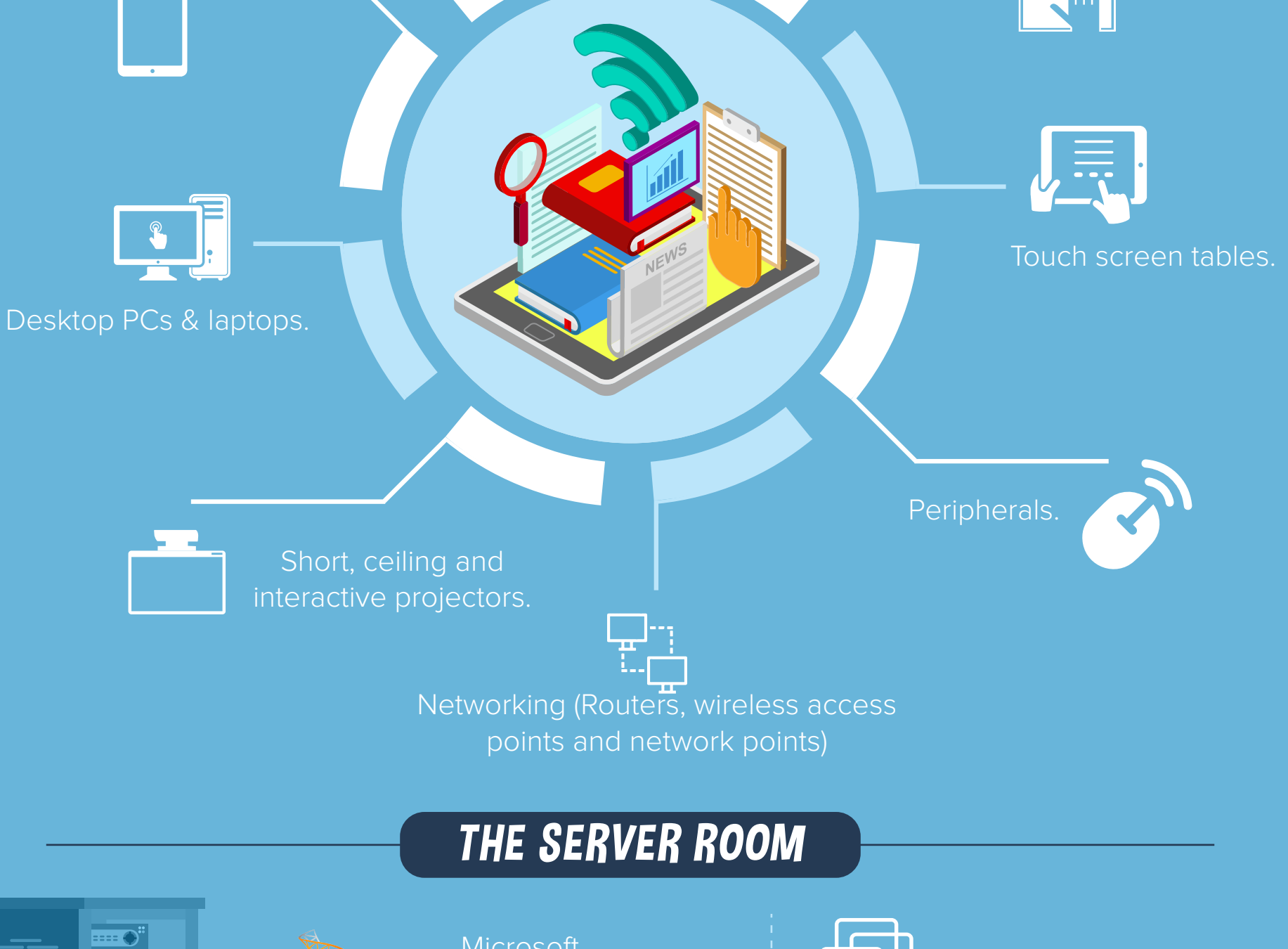
### WE ALSO PROVIDE 3<sup>RD</sup> LINE TECHNICAL SUPPORT.



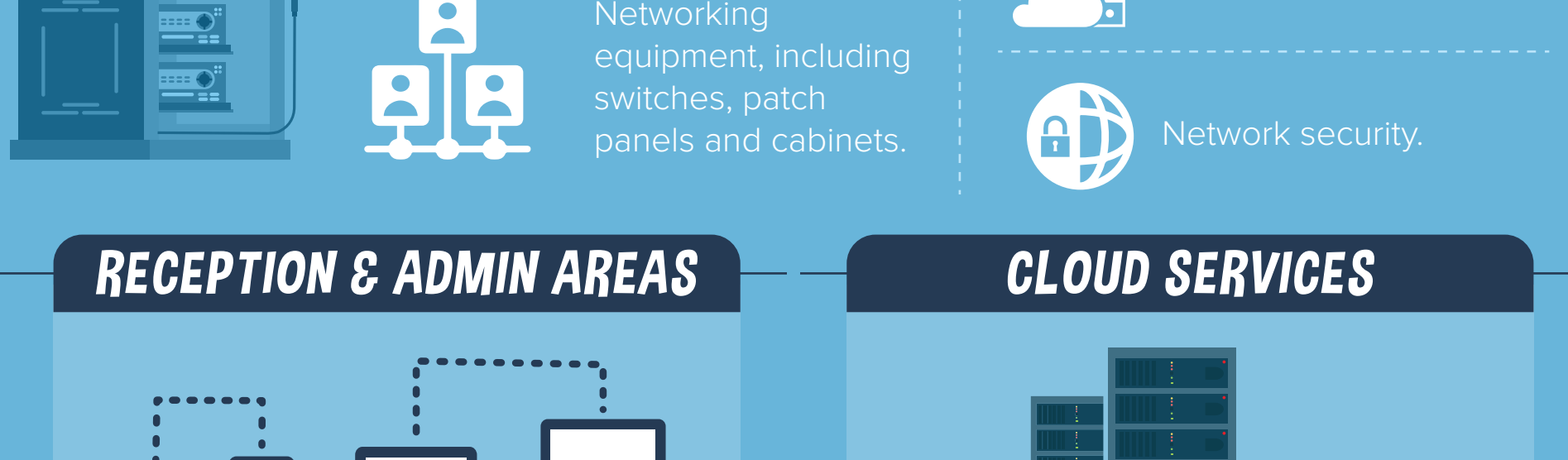
Our 3<sup>rd</sup> line technical consultancy team will work closely with your internal ICT team. We can provide an advanced technical skillset and/or the following additional services to compliment your team.

### WE PROVIDE DAY-TO-DAY SUPPORT FOR THE FOLLOWING TECHNOLOGIES

#### THE CLASSROOM



#### THE SERVER ROOM



#### RECEPTION & ADMIN AREAS

- Desktop PCs and monitors.
- Digital signage/wall mounted display panels
- Printers and scanners
- VoIP telephony

#### CLOUD SERVICES

- Office 365 for education
- Google apps for education.
- Offsite data backup.
- Disaster Recovery solutions.
- 3rd party apps in the cloud.

### WE WORK CLOSELY WITH



### WE ONLY EMPLOY TRUSTED CERTIFIED & EXPERIENCED ENGINEERS



Our team of Field Support Engineers are directly employed Microsoft and Apple certified professionals.

*All of our staff have a history of working in the UK education sector.*

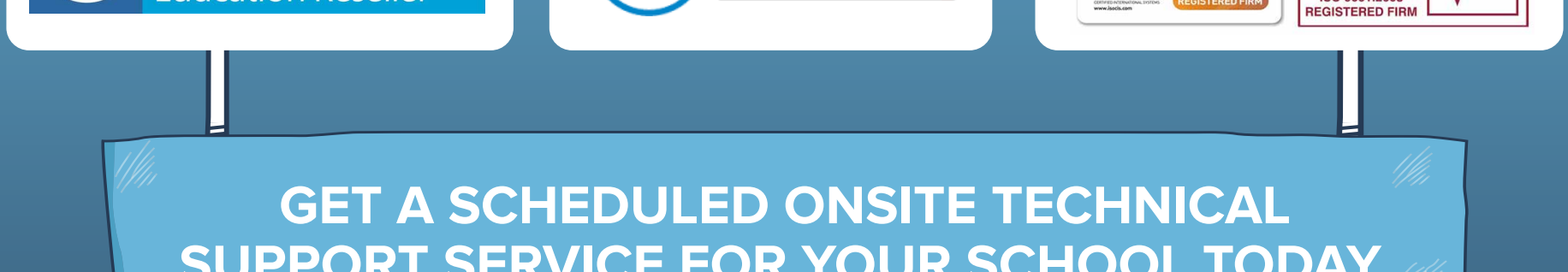
### WE ENFORCE A SAFE RECRUITMENT POLICY



*We have a comprehensive safe recruitment policy that applies to all of our staff members.*

All potential candidates and existing staff members are subject to Disclosure and Barring Service Checks (DBS), previously known as CBR checks. These checks are required certain jobs or voluntary work, including working with children or healthcare.

### WE'RE ESTABLISHED, TRUSTED AND HIGHLY ACCREDITED.



**GET A SCHEDULED ONSITE SUPPORT SERVICE FOR YOUR SCHOOL TODAY.**

Speak with a member of our education team and find out more about our scheduled onsite technician support services by calling **020 3002 5723**. Alternatively, click on the chalkboard above to send us a message online.

