

Collaborative IT Support

Our Collaborative Support service provides full support for your school or academies administration systems, including user, remote and technical support for MIS (Arbor, Bromcom, SIMS or ScholarPack), any MIS server, and all office workstations.

Installation of all SIMS and FMS updates are included (on request), as well as on-site visits (up to one per term) where we cannot resolve a major incident remotely.

The service is designed to work collaboratively with schools that already have their own Network Manager or technical support provider. Curriculum support is not included, although preferential pay-as-you-use (PAYU) rates are available for schools that need additional support.

Pay As You Use Support

Our Pay As You Use (PAYU) support options allows schools to get ad-hoc access to our team of skilled IT and MIS technicians and consultants. Our team can help you in a wide range of scenarios including:

- ✓ Emergency support cover. Is your technician off sick and you need some assistance? Give us a call.
- ✓ Holiday Cover. Do you need cover whilst your technician is away?
- ✓ Project Work. Do you need an extra pair of hands to install new equipment or setup some new networking infrastructure? We can help.

