

INFORMATION COMMUNICATION TECHNOLOGY (ICT)

ICT Support Services

Managing the integration of all your ICT issues, allowing you to focus on the fundamental priority that is education. SBS will bespoke the solution to meet the needs of your individual school.

At School Business Services we are keen to tailor our service to the particular needs of your school. Inside we outline what is available from our Service contracts, and we also describe the additional services that SBS ICT Services can provide. We have tried to provide maximum flexibility but would be happy to discuss, in further detail, the needs of individual schools.

The SBS Team is totally committed to providing you, our customer, with high quality value for money solutions.

At SBS we understand that schools are under pressure to implement efficient, reliable, repeatable and cost effective ICT solutions as an educational provision. SBS will ensure that system support is delivered with minimum disruption to the customer's core business activity; the education of children and the delivery of the national curriculum.

As a key service, SBS is backed by a highly capable, customer focused management team. This optimises the quality of the SBS service delivery and ensures that best practice delivery mechanisms are consistently applied. SBS Engineers are encouraged to share their knowledge freely and a genuine team spirit exists within the group. Recruitment to the team often



stems from referral within the company and self-development is actively encouraged, whether by formal tuition or the shadowing of more experienced colleagues.

SBS engineers receive both general product and 'customer specific' system training. This approach delivers effective support for customer systems and ensures user satisfaction is maintained at all times.

Unlike most companies, we assign to you your individual ICT consultant, who is accountable for assessing, developing and executing your ICT needs. Key to understanding and recognising this is a proven track record of delivering ICT administration and support services within the education sector.

SERVICE SUPPORT OPTIONS

Customised, flexible packages specifically designed to achieve your financial goals.

Service contracts are offered in numerous packages tailored to focus entirely on your requirements; we outline the most popular here:



Bronze

Telephone helpdesk, remote support and monthly full day onsite visits (term time)

Gold

Telephone helpdesk, remote support and weekly full day onsite visits (term time)

All services include support of both admin and curriculum networks.

Bespoke packages can be tailored to suit your individual needs.

Silver

Telephone helpdesk, remote support and fortnightly full day onsite visits (term time)

Key features

Key features from SBS that enable comprehensive ICT support to our customers across the educational community:

✓ *The SBS ICT service is delivered by a dedicated, fully accredited (CRB checked) team of experienced SBS engineers. The team has a wealth of skill and practice in the delivery of ICT solutions into the education arena and within the wider public sector*

- ✓ *Services are designed / optimised to exactly meet the customers' requirements*
- ✓ *SBS are able to provide highly competitive pricing across the full spectrum of needs and requirements both on a contract level and a consumables level*
- ✓ *All support work is backed by contractual commitments on a weekly, monthly or termly basis*

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ADDITIONAL BENEFITS

Telephone and Remote Support

Telephone helpline support during business hours enabling the logging and resolution of questions, requirements and problems.

ICT Project Management

SBS have been involved with many Capital projects involving us working closely with architects and building contractors. Our experience has helped lead to the delivery of many successful projects and we have incorporated the lessons learned and experience into our project management approach. From the rebuilding of curriculum networks to the redesign of classrooms and additional learning spaces SBS has designed, implemented and supported schools through these challenging projects.

ICT Training

SBS can assist with the use and understanding of ICT on a one to one or classroom based educational seminar.

ICT Procurement

SBS have formed strong partnerships with leading Vendors and distributors to provide very competitive prices on a wide range of products. This includes servers, desktop and notebook computers, Interactive whiteboards and networking solutions.

SBS Leasing

This option allows schools to structure repayments in a manner that is most suitable to their financial requirements. Payments can be structured over multi-year terms.

Online Backup and Disaster Recovery

A seamless method of securing your data using the internet that removes reliance on old technology and supports government legislation regarding data protection.

Interactive Whiteboards and Projector Services

Offering a combination of projector, computer and whiteboard, SBS ICT services can provide advice on selection and installation across the many different models to ensure best value and a positive return on investment.

Internet Security

SBS provides a review of the existing security recommendations for improvement and management of any security software and hardware including firewall security gateway solutions.



Eco-friendly space saving server solutions from SBS

Server Virtualisation

- ✓ Run MIS, EMAIL, Applications on separate Virtual Servers utilising the same hardware
- ✓ Virtualisation is a method of running multiple independent virtual operating systems on a single physical computer
- ✓ Reduce power consumption through reduction of hardware
- ✓ It is a way of maximizing physical resources to maximize the investment in hardware
- ✓ It is now feasible to turn a very inexpensive dual-core or quad-core server into multiple virtual servers that cater for all your operational needs
- ✓ It slashes the majority of hardware purchase and maintenance costs that can result in significant savings for your school

If you would like further information on this technology please call 0845 300 8179

