

MANAGEMENT INFORMATION SYSTEM (MIS)

MIS Consultancy Support

The objective that supports all SBS MIS activity is to provide a service that is designed to assist schools in the use of any number of MIS by applying best practice to improve efficiency and effectiveness within each school.

The team of professionals that support this service have a level of experience and knowledge of system intricacies that can only be acquired through a career dedicated to the understanding of school and broader educational establishment MIS. Like any software package, deriving the most efficient output is dependent upon intimate technical software knowledge and the associated input criteria.

At SBS we take the time to listen to your individual and specific needs before preparing a tailored solution that best supports your requirements.



SBS support various MIS systems including **SIMS.net**, **Integris G2** and **Pearson E1**. We understand the risk of errors occurring in any MIS will not just be costly but highly disruptive. We pride ourselves on the provision of a service that is defined as personal and flexible complying with your procedures and obligations.

We concern ourselves with this to allow you to focus on your primary goals: the serious business of education.

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

Helpdesk and Termly Visits

The dedicated helpdesk is staffed with experienced consultants available to help solve issues as quickly as possible. Our commitment to quality means you will always be able to talk directly to a MIS consultant.

This service most suits the advanced users of SIMS.net.

Gold

Helpdesk and Monthly Visits

This option enables SBS to provide an annual visit schedule with each visit themed to provide maximum exposure to all SIMS modules which can only lead to greater understanding of the features and usability of the product.

This service also includes the numerous upgrades and service patches to keep your system up to date.

Silver

Helpdesk and Half-Termly Visits

Combined with unlimited use of our helpline (open office hours) this option provides support, advice, recommendations and an onsite visit each term.

SBS may be able to offer additional value added commercial services, please contact us at any time to discuss additional needs. All support work is backed by contractual commitments on a weekly, monthly or termly basis.



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Advantages of working with SBS

- ✓ *The SBS MIS service is delivered by a dedicated, fully accredited (CRB checked) team of experienced SBS consultants, with a wealth of skill and practice in the delivery of MIS support into the education arena and within the wider public sector*
- ✓ *Adhoc support and consultancy options allows for project managed specific tasks:*
 - *End of year processing*
 - *School Census + School Workforce Census Support, Preparation Packages and System Health Checks*
 - *Conversion packages for other MIS*
- ✓ *School visits incorporate annually scheduled onsite consultancy to plan your MIS requirements and illustrate best practice, targeted training and issue resolution. A report will follow detailing key discussion points and necessary actions*
- ✓ *School Helpdesk and remote support – Software problems are inevitable so the telephone helpdesk is available during office hours, Monday-Friday. The SBS ICT team complements the MIS helpdesk to provide remote instant fixes and PC specific advice*
- ✓ *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 an adhoc basis*

BESPOKE TAILORING

Service Monitoring Performance Standards

We review, analyse and audit internally as a reflection of our commitment to delivering and constantly improving quality service to our clients. In order to ensure that this objective is met the quality of our service will ultimately be judged by you by monitoring the following:

- ✓ *Training course evaluation questionnaires*
- ✓ *Helpline users - evaluation of the service*
- ✓ *Termly survey of sample schools using the service on their perception of the service quality*
- ✓ *External review through the SIMS accreditation process*



“As the Department for Education continue to make ever increasing demands on a school’s monitoring and reporting capabilities it has become essential that head teachers and governors understand the importance of MIS and receive the help they need to drive the necessary productivity. However, we understand that value for money and a return on your MIS investment is essential for all schools; we take pride in our commitment to contributing to this key dynamic.

Therefore fundamentally what matters is that you are provided with a professional service that represents value for money and a class leading competitive solution, delivered by people you know and trust within your school and indeed on all our client sites.”

Tina Brown - Managing Director