

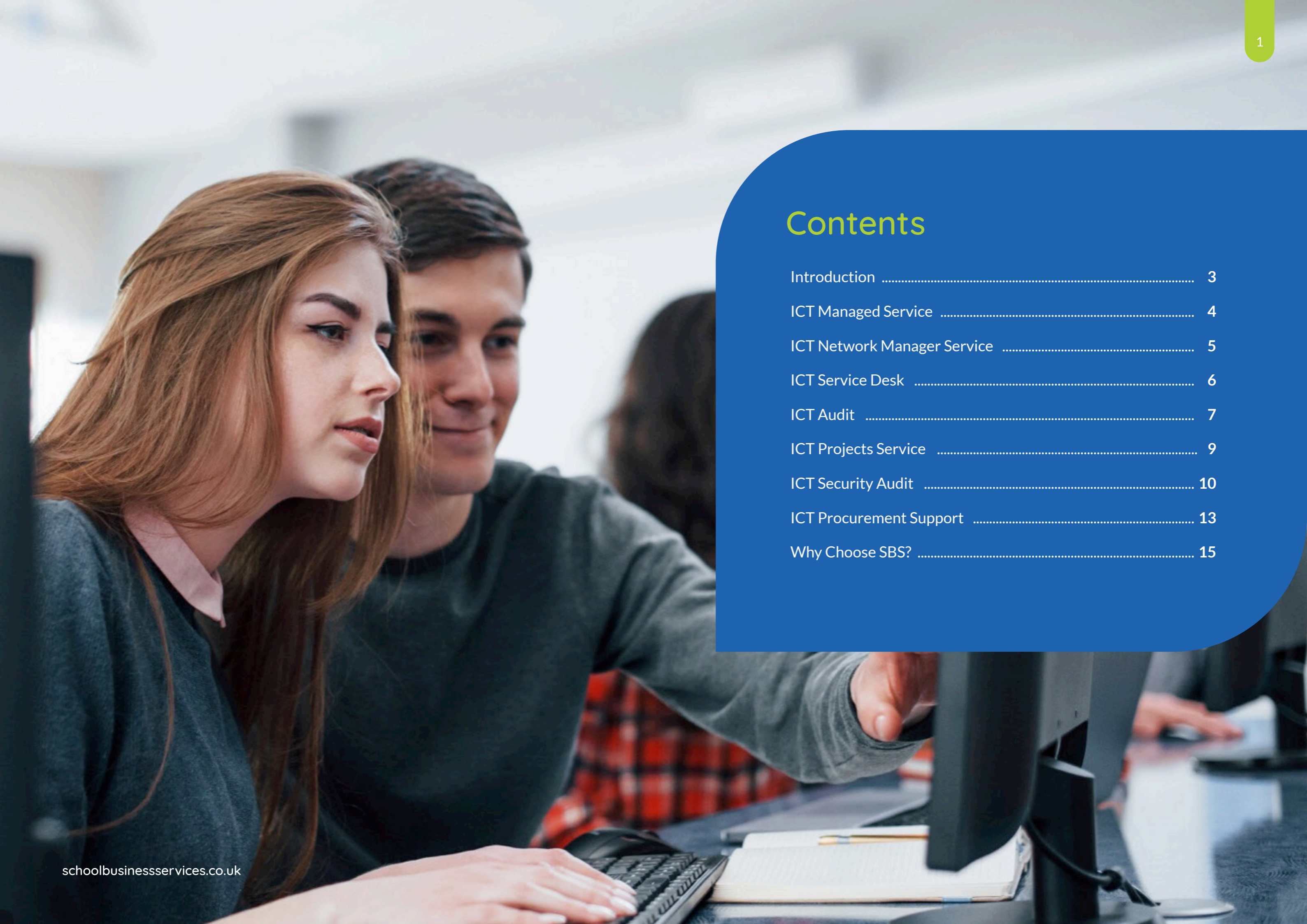
ICT Support Services

Empowering Schools with
Reliable ICT Solutions



2025 Edition

schoolbusinessservices.co.uk



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Introduction

At School Business Services (SBS), we understand that a stable and efficient ICT infrastructure is essential for schools and Multi-Academy Trusts (MATs). Our range of ICT support services is designed to ensure smooth operations, enhance security, and provide proactive maintenance, so you can focus on what truly matters, education. Whether you need a fully managed service, an independent ICT audit, emergency response, or pre-term checks, we have a solution tailored to your needs.

Safeguarding

All SBS Staff are **Enhanced DBS checked** and undertake **full KCSiE and Safeguarding training annually**. SBS follows **Safer Recruitment** under the **DfE KCSiE full document in Part Three**. SBS also ensures that any sub-contractors employed by SBS meet the same requirements. Before any project, whether during term time or school holidays, you will receive all relevant documentation regarding the personnel attending your site.



ICT Managed Service – Complete ICT Support

Our **ICT Managed Service** is a cost-effective, all-in-one solution to ensure your school's ICT systems operate at their best. Whether you need full outsourcing or supplementary support for your ICT team, our service includes:

- **Dedicated ICT engineers**
Providing onsite and remote support to keep systems running smoothly.
- **Strategic ICT planning**
Regular assessments, infrastructure reviews, and budget management for future-proofing.
- **Proactive system monitoring**
Identifying and resolving issues before they disrupt teaching and learning.
- **Professional procurement service**
CIPS-certified procurement officers secure the best technology at the best price.
- **Unlimited service desk support**
Rapid response to technical issues for minimal downtime.
- **Cybersecurity and backup management**
Protecting sensitive data and preventing potential threats.
- **Annual Infrastructure Strategy Review**
Long-term ICT development plans tailored to your needs.
- **Access to additional ICT engineers at preferential day rates**
Extra support when you need it.





ICT Network Manager Service – Expert ICT Management

Our ICT Network Manager Service provides high-level management of your ICT infrastructure, offering regular onsite support, staff guidance, and strategic planning.

- **Scheduled onsite visits**
From 1 to 5 days per week, including school holidays.
- **Full ICT estate management**
Budgeting, reporting, and long-term ICT strategy planning.
- **Infrastructure stability**
Reducing overspending, downtime, hardware issues, and staffing gaps.
- **Performance monitoring**
Ensuring key performance indicators (KPIs) are met for ICT efficiency.
- **Annual Infrastructure Strategy Review**
A comprehensive assessment and roadmap for ICT improvements.
- **Access to additional ICT engineers at preferential rates**
Additional support when needed for key projects or staff absences.
- **Procurement support**
Ensuring cost-effective purchasing of ICT equipment and services.



ICT Service Desk - Instant, Reliable Support

When ICT issues arise, our expert Service Desk provides rapid troubleshooting, ensuring uninterrupted learning. With proactive monitoring and unlimited remote support, we keep your systems running smoothly.

- 24/7 system monitoring
- Unlimited issue resolution
- Cybersecurity monitoring
- Emergency onsite support
- Procurement services for ICT equipment



ICT Audit - Comprehensive Infrastructure Review

Each **ICT Audit** from SBS is tailored to your school's needs, providing a clear roadmap for improving ICT infrastructure.

Independent Assessment



Benchmarking against industry standards and DfE guidelines.

RAG-Rated Report



Simple traffic-light indicators to highlight priorities.

5-Year Budget Plan



Helping leadership teams plan sustainable ICT investments.

Support for In-house Teams



Guidance for internal ICT staff to take ownership of ICT improvements.

Hardware and Software Evaluation



Identifying outdated systems and recommending upgrades.

Network Security & Reliability Checks



Ensuring compliance with cybersecurity best practices.

Detailed Recommendations



Clear, plain-English explanations of what's required and why.

Strategic ICT Improvement Planning



Prioritised recommendations with cost implications clearly outlined.

Budget-Friendly Solutions



Tailored pricing and discounts for existing SBS customers.

This service is **FREE OF CHARGE** for new Schools or Trusts with an SBS SLA agreement or can be provided as an independent service for any maintained or independent school or Trust.





ICT Projects Service - Expertly Managed ICT Upgrades

From network overhauls to device rollouts, our ICT Projects Service provides end-to-end management for ICT developments.

- Experienced project managers & engineers
- Clear cost breakdowns & project timelines
- **Pre-project planning**
Ensuring smooth execution and minimal disruption.
- **Onsite project management**
Overseeing contractors and ensuring progress aligns with the agreed plan.
- Full post-project support & warranty management
- **Budget-conscious planning**
Transparent pricing with multi-contract discounts available.



ICT Security Audit - Protecting Your Digital Environment

With increasing cybersecurity threats, our ICT Security Audit ensures your school complies with the latest security standards.

- **Comprehensive cybersecurity assessment**
Ensuring compliance with DfE security guidelines.
- **RAG-rated security review**
Easy-to-read recommendations with priority levels.
- **Virus and malware protection strategies**
Identifying vulnerabilities and improving defences.
- **Data security and backup evaluation**
Ensuring student and staff data remain protected.
- **Budget-conscious recommendations**
Outlining security investments that provide the best protection.





ICT Procurement Support - Cost-Effective, Hassle-Free ICT Purchasing

Our CIPS-certified procurement team sources the best ICT solutions at competitive prices, ensuring quality and reliability.

- One-stop ICT resource procurement
Laptops, servers, interactive screens, software, and more.
- Fast, reliable quotations – Competitive pricing and quick turnaround times.
- Warranty and aftercare support – Full management of warranty claims and replacements.
- Seamless order processing – Hassle-free purchasing, delivery tracking, and supplier coordination.
- Pre-vetted suppliers – Ensuring all purchases come from accredited vendors.





Why Choose SBS?

- ✔ **Sector-specific expertise**
Dedicated exclusively to ICT support in the education sector.
- ✔ **Cost-effective solutions**
Tailored pricing to fit school and MAT budgets.
- ✔ **Proactive and reactive support**
Keeping your ICT systems stable, secure, and up to date.
- ✔ **Comprehensive service range**
From audits to full managed services, emergency support, and procurement.
- ✔ **Trusted by schools and MATs nationwide**
Delivering high-quality ICT solutions for over a decade.

Let SBS take care of your ICT, so you can focus on education.





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