



## Swiss Cottage School Testimonial

Having struggled with Management Information Systems that were not fit for purpose for some years, Swiss Cottage School made the decision to switch to SIMS in the Autumn of 2012. As a system it was deemed far superior to what we were working with, incorporating specific, relevant and user-friendly areas covering all the school's key processes.

SBS were brought in to facilitate this significant change, undertaking the installation, migration of our existing data (from a number of different sources), and training and support through the switchover, led by one of their experienced project consultants. Having just moved into a new school building, and dealing with a variety of different consultants and external providers during the process, our experience with SBS was a breath of fresh air - customer service sometimes feels like a precious commodity nowadays, but it is clearly in the forefront of SBS' thinking. We felt supported through the whole change, by a knowledgeable team who were extremely flexible in adapting to our demands, which were necessarily changing as the process unfolded, and more understanding of the various applications was being gained. The project consultant was constantly available for all our various, sometimes technically challenging, queries related to adapting the programme quite specifically, for our school, which has children with special needs, some very complex. He also led an extensive programme of bespoke training for our school staff, which is made up of a range of teams with very different priorities and foci.

The experience we have had with SBS, and the positive working relationships that we have developed, have left us feeling very optimistic about the decision to switch; we know that there is effective support there for us from SBS, as we develop our use of SIMS across the school, and as a School Business Manager who has made the sizable investment in the programme, this is reassuring!

**Clare Crawford**  
School Business Manager

To find out more about our MIS services, contact the SBS team on **0345 222 1551** or email [sales@schoolbusinessservices.co.uk](mailto:sales@schoolbusinessservices.co.uk)

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