EasiPC Helpdesk

A different approach to supporting your school

EasiPC currently provides class leading ICT support to schools and academies across Northamptonshire and beyond. To complement our growing service portfolio, EasiPC are offering your school or academy an alternative to the current telephone and remote Helpdesk support SLA, enhancing your onsite support service whether or not it is provided by EasiPC. We deliver a full Helpdesk solution that covers all aspects of support for your schools network, improved year on year following extensive customer feedback. We have also made it easier to understand what the different levels of our Helpdesk support provide. The various levels cover as much or as little as you require and is aimed at schools and academies who value their ICT provision and put an emphasis on providing the latest working technology to staff and students.

The EasiPC Helpdesk SLA: The Complete Support Package

Our local team of expert engineers here at EasiPC, with a combined experience of 30+ years supporting all aspects of ICT in schools and academies across the county, will be on hand to help deal with all manner of technical queries via telephone or remote. As well as offering complete **ITIL** and **FITS** standard support for your vanilla curriculum, EasiServ and admin server networks, we are also able to offer full RM Community Connect support via our local Helpdesk. All of our engineers and onsite technicians are fully trained on RM products, enabling us to offer RM support. **The 2016-17 Helpdesk service also offers full SIMS/FMS support** via our SIMS accredited support partners, enabling us to genuinely offer the 'complete' Helpdesk package! Working in parallel with your onsite support, our Helpdesk will provide cover for your school out of scheduled technician time and also assist your technician with higher level technical assistance when onsite. Our aim for the Helpdesk service is to enhance your overall level of support **enabling you to use technology with confidence** without having the worry of waiting for a 'call back' when you most need the support. We believe we can also help you make a cost saving in the process too! Please continue to read on to find out more information regarding what the EasiPC Helpdesk will cover and how to get signed up for April 2016.

What is ITIL®?

ITIL is the most widely adopted approach for IT Service Management in the world. It provides a practical, no-nonsense framework for identifying, planning, delivering and supporting IT services.

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FULL & COMPLETE SIMS/FMS Support

We are really excited about being able to offer full and complete support for SIMS and FMS through our Helpdesk. The support is provided via EasiPC by a team of SIMS professionals working for our preferred SIMS accredited support partners. This team currently support schools and academies across the country, offering the expected level of SIMS/FMS support services for both primary and secondary. Through this partnership we are also able to offer full RM Integris support for the growing number of schools and academies who have, or are currently looking at another option to Capita SIMS. _**If you do in fact already use another MIS and/or Finance solution then please skip this section.**_

Your current SIMS and IT Helpdesk Support – THE FACTS

Local Authority Schools:

Your school should currently have a support contract with Capita in order to receive specific SIMS/FMS application support. At present, this current Capita **Northampton** SLA encompasses SIMS/FMS telephone/remote support, your SIMS annual entitlement (licence) and telephone/remote technical support for your admin and curriculum networks, **depending on what SLA level you have.** As the SIMS support and annual entitlement (licence) are linked, and as a LA school, to maintain the 'subsidised' SIMS annual entitlement (licence) costs, your school has no option but to continue with one of the 5 levels of Capita Northampton SLA.

Following feedback from our supported schools and Capita, to maintain the 'reduced cost' SIMS licence and support with them and to **use our IT Helpdesk for all admin and curriculum technical telephone and remote support,** the advice would be to contact your Capita Customer Service Manager and request your schools costs for either a Level 1 or Level 2 agreement. These levels of support will provide telephone support for SIMS & FMS, and remote support in the case of a Level 2. As with all Capita services, you will need to give a good period of notice in writing to reduce your SLA level. The Capita standard 90 days refers to a cancellation, with changes able to made up until possibly the end January, although the sooner the better if a decision to switch technical support has been made. Please also be aware that upgrades to SIMS will not be affected by reducing your SLA level. Feel free to contact the team at EasiPC if you would like any further advice on this matter.

Academies:

As an academy, your SIMS Academy licence is provided by Capita SIMS directly, and not by the Local Authority. This means **you do not need any SLA with Capita Northampton** at all and have a choice of where you source your SIMS support package from. EasiPC can offer a reduced cost for all your Helpdesk requirements, including SIMS, FMS and IT technical support. We offer various packages, from the full option rivalling the Capita **Whole School Agreement** to individual support services for just IT Helpdesk, SIMS/FMS or simply SIMS on its own. Get in touch with us to find out **how much we can save you** on your annual SLA costs! We can also provide full testimonies of the 2015 Helpdesk service, available on request.

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SIMS Helpdesk Service – What is supported?

Through our partnership with one of a few Capita SIMS SQL Technical Partners in the UK, our expert team of SIMS and FMS support staff have an excellent understanding of primary schools through years of experience. EasiPC offers a complete SIMS/FMS Support service which can be tailored for individual schools depending on the needs of staff but includes:

- Unlimited remote and telephone support
- Full technical support
- Onsite or offsite training
- Workspace sessions

Unlimited Telephone and Remote Support

With a dedicated service desk operating during office hours (in term time and through school holidays) your support calls can be raised by phone or by email. Support will be dealt with by trained and experienced staff within the terms of a Service Level Agreement. Unlimited telephone and remote support is provided for SIMS.net and FMS incorporating the following key areas:

- Pupil Database
- Personnel
- Attendance
- Assessment
- Behaviour
- SEN
- Reporting
- System Manager
- School Statutory Returns
- Equipment Register
- FMS

Extra support for greater value

Working in collaboration with the DFE and Capita, our support partners also offer an advisory service for statutory returns and end of year procedures. We help your school meet each deadline in a timely fashion with guidance on documentation and scheduled training as needed. We test all Capita Main Releases and Updates before they are installed onto your system. There are currently three Main Releases and three Updates released each year. We also provide full support for PFM software where this is required.

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Helpdesk Service Level: What you should expect

Opening Hours -

The Helpdesk team will be available weekdays between the hours of 8.30am and 4.30pm, including all school holidays but excluding bank holidays and the period between Christmas and New Year. During these hours, the Helpdesk team can be reached via telephone and/or email. There is a voicemail service that is available to customers logging calls out of hours as well.

Logging a call -

The Helpdesk team here at EasiPC have developed this service to offer quick initial response times and complete, comprehensive resolutions. Following initial contact via telephone, a call will be logged, a unique reference number will be generated and a level of priority assigned. If our first line engineer cannot resolve the problem on initial contact, the call will go into our system requiring a second line engineer to take full ownership and either call you back or remotely administer the problem. From call logging to resolution, expect thorough communication throughout to keep you up to date on the status of the call.

Level of Response –

This service is a telephone and remote support service only. As such, we expect our first and second line support analysts to be able to deal with a majority of the calls on initial contact, either through advice over the phone, or via a remote session depending on the complexity of the issue.

Where the problem is deemed to require a resolution via your onsite support engineer, provision will be made to notify your technician of the problem logged in more detail. Where an urgent onsite support visit is required, our team will work closely with your school/academy technician to facilitate this. Where the situation arises that your technician is not available or cannot be re-scheduled, and with prior written agreement being obtained from your school/academy regarding the payment for this additional technician time, EasiPC can provide third line response onsite to resolve the issue.

Where the problem is deemed to be hardware related, our team will liaise with the hardware repairs department at EasiPC to determine whether the faulty piece of equipment is covered under our hardware maintenance agreement and arrange suitable repair. Where the equipment is under agreement via another provider, it will be the schools responsibility to arrange suitable repair, with our services available at an additional cost.

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Customer Service Level Agreement

Understanding the priorities and response times –

Like any service level agreement, we have set out below our expected response times and how the Helpdesk team will prioritise the jobs logged. The team will work quickly and efficiently with you to prioritise the problem on initial contact taking in to consideration all the variables and on what scale the problem is affecting school administration or classroom teaching and learning. Depending how a support call is logged, our 'Response' time refers to the initial contact from EasiPC via telephone or email. The 'Resolution' time is the maximum time you can expect your issue to be resolved in. Where a third line response is required, EasiPC reserves the right to put the call on hold until either further investigation leads to a resolution or a site visit has been completed. To re-iterate though, our sole aim for this service is to provide our customers with a quicker, more comprehensive Helpdesk solution.

Urgent Priority	Complete system failure, leaving your school without a working computer network
High	A key part of your network not working affecting teaching and learning
Medium	A problem that is not affecting the running of the school but needs resolving
Low	Single user/computer affected or user request

Priority	Urgent	High	Medium	Low
Response	Within 1 hour	Within 2 hours	Within 4 hours	Within 8 hours
Resolution	Within 8 hours	Within 1 day	Within 2 working days	Within 4 working days

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The full support solution

- Our Helpdesk team will be expected to expertly support your admin and curriculum servers, with personalised, telephone and remote support available to sort any issues quickly and effectively. Also, expect up to date advice and guidance on upgrades, network security, internet security, hardware and software

- As part of the SLA, we will also on a best endeavours basis, support your wireless network and network printers (work with 3rd party providers) where connected to your server. Also included within the SLA is advice for any network connectivity issues, with any further physical investigation being passed on to our specialist networks team

- Pro-active curriculum server support through the use of our server monitoring tool, covering network operating systems

- Pro-active admin server support through the use of our server monitoring tool, covering network operating systems

- Liaise internally with our hardware team to deal with any hardware related issues

- Support for your classroom AV on a best endeavours basis, with our team able to talk you through possible resolutions to overcome important front of class problems

- Enhanced broadband support through our Helpdesk team to help identify and talk you through internet connectivity problems, email and filtering administration (where no support is provided by your Internet Service Provider)

- Access to a termly newsletter detailing how effective different technologies are being used in schools/academies we support and further afield, including security updates too

- Access to our knowledge base, which is growing on a day to day basis, covering some of the more simple issues and how to self-resolve, saving time and maintaining a pro-active approach

- Support with Microsoft office products and Outlook email where applicable plus upcoming add-ons to the Helpdesk service to provide support for your Apple products and other cloud solutions

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IT Helpdesk Support Options

IT Helpdesk Option 1—Admin Support Only

Option 1 will provide your school/academy with full first and second line telephone & remote support for your admin server plus up to 5 workstations via the EasiPC Helpdesk. This will also include active monitoring of your admin server.

IT Helpdesk Option 2—Curriculum Support Only

Option 2 will provide your school/academy full telephone and remote support for your curriculum network via the EasiPC Helpdesk. This will include active monitoring of your curriculum server. This service covers most types of curriculum networks, including Windows vanilla, EasiServ vanilla and RM Community Connect 3 & 4 systems.

IT Helpdesk Option 3— Admin and Curriculum Support (Dual Server/EasiServ Included)

Option 3 is the most popular service as it provides your school/academy with full telephone and remote support, including active monitoring for both your admin and curriculum servers, and your dual admin/curriculum server, including as stated above, full and comprehensive support for your RM Community Connect system.

IT Helpdesk Option 4—Standalone Admin PC Support

Option 4 is only applicable to smaller schools and academies that have a single admin machine running the whole school SIMS/FMS databases, email and admin data. We will provide you with full telephone and remote support.

Supporting additional important clients

EasiPC are able to actively monitor and support additional important clients as part of the Helpdesk service agreement. Available to network connected machines only, please get in touch with us to find out the cost for any additional machine that requires support.

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SIMS Helpdesk Support Options

SIMS Helpdesk Option 1 – SIMS Only Support

Option 1 provides you with full SIMS only support encompassing all modules within SIMS.net but not including support for FMS.

SIMS Helpdesk Option 2 – FMS Only

Option 2 provides you with FMS only support for schools/academies that use FMS for finance but have a different MIS system in use.

SIMS Helpdesk Option 3 – SIMS & FMS

This option rolls up telephone and remote support for both SIMS and FMS. The most popular option where SIMS and FMS are in use together, our service covers every aspect of support within SIMS.

Training and Consultancy –

Our partners new dedicated "Workspace" is an innovative and flexible service providing small group training, workshops and one-to-one consultancy. The workspace is at our partners' offices allowing your staff to spend time on their data away from the school environment and supported by our experts. The team also offer onsite training on all modules with SIMS and FMS. Please contact us for more information regards training and consultancy,

Please be aware that if you do not currently backup your SIMS/FMS databases to a managed online service, this will be required in order for our SIMS accredited partners to support SIMS/FMS moving forward. The Helpdesk team can provide a quote for our managed online backup service to safely and securely backup your critical SIMS data. Capita may also charge a one off admin fee of £200 to change contracts in the first year of moving your service provision.

Please contact us for the RM Integris support options available via our Helpdesk.

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The Next Steps

Step 1

Decide which options are the right ones for your school/academy. Feel free to consult your EasiPC technician if we provide your onsite support or contact one of the team in the office for further advice and support on 01604 286682 or email helpdesk@easipc.co.uk.

Step 2

Complete the enquiry form online or attached further on and return to us. Alternatively contact us in the office in order for our team to provide an accurate quote for the level of service you require. If happy with your quote, we will require a signed PO in order to get you setup on our Helpdesk service.

Step 3

For SIMS LA schools, contact Capita to reduce your SLA to a lower level. This will provide your school with the required SIMS/FMS software support only, lowering the amount paid to Capita and allowing you to sign up EasiPC as your preferred technical Helpdesk provider. Academies will need to give Capita 90 days' notice if cancelling current support agreement and moving over to EasiPC.

Step 4

Once signed up, you will have full access to our Helpdesk team weekdays between 8.30am and 4.30pm in and out of the school term. We will provide you with a welcome pack detailing items like how the Helpdesk team can be reached, hours of service availability, SLA information and your specific EasiPC customer number.

Please contact the team for any pre-service advice and guidance, we are happy to answer any queries you may have.

- **Call the team on 01604 286682, Helpdesk Option 4**

- **Email the team via helpdesk@easipc.co.uk**

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EasiPC Helpdesk Enquiry Form

Please complete this enquiry form online by clicking **http://goo.gl/forms/kA6pzBWVnO** or fill out the form below and return to the Helpdesk team via email **helpdesk@easipc.co.uk** or alternatively fax back to us on **01604 286682** in order for one of the team to get a personalised quote out to you ASAP for your consideration.

School Name:

Contact Name:

Position:

Contact Email Address:

Contact Telephone Number:

Please tick the options below to indicate what level of IT Helpdesk Service you are interested in:

☐ IT Helpdesk Option 1 – Admin Only Support

☐ IT Helpdesk Option 2 – Curriculum Only Support

☐ IT Helpdesk Option 3 – Dual Curric/Admin Support

☐ IT Helpdesk Option 4 – Standalone Admin Support

Please tick the options below to indicate what level of SIMS Support you are interested in:

☐ SIMS Helpdesk Option 1 – SIMS Only Support

☐ SIMS Helpdesk Option 2 – FMS Only Support

☐ SIMS Helpdesk Option 3 – SIMS/FMS Support

Thank you for your enquiry. We will get back to you as soon as possible. ©EasiPC Services Ltd 2015

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